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ABSTRACT

This resource guide provides results of a survey to validate basic skills competencies with area-specific employers and outlines available resources for each competency. Its intended audience includes the Employment Training Office's basic education instructors and other vocational educators. An introduction summarizes the survey project. The first section is a compilation of results from the basic skills surveys completed by 100 Oahu employers. An overall view is given first, followed by the three specific occupational areas--auto body, auto mechanics, and food preparation and baking, which is divided into separate entry-level positions. Each area includes a list of highlighted competencies followed by a chart of the actual response numbers from the surveys. Competencies are divided into these basic skills areas: writing, listening, reading, speaking, and computing. The second section is a resource listing. A matrix is provided for each competency area. The resources and corresponding bibliography numbers are listed in the column headings; the competencies are listed in the row headings. An individual resource listing follows. A 39-item bibliography provides further information on the resources: title, author(s), location, and type of material. A listing of additional resources and the survey instrument are also provided. (YLB)

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Development of a Model for Incorporating Occupation-specific Basic Skills Instruction For Auto Mechanics, Auto Body, and Food Preparation and Baking Job Training Programs

ED270642

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TABLE OF CONTENTS

ACKNOWLEDGMENTS 1

INTRODUCTION 1

Purpose of Project 1
Methodology 2
Limitations 3
Other Comments 3

SURVEY RESULTS 6

Overall Frequencies 7
Auto Body 12
Auto Mechanics 17
Food Preparation and Baking (overall) 23
General 30
Bakery Helper 35
Busperson 40
Counter Person 45
Food Preparation 51
Kitchen Helper 55
Pantry Worker 60
Short Order Cook 65
Waiter/Waitress 70
(Left Blank) 75

RESOURCE LISTING 80

Matrix 81

Writing 82
Listening 83
Reading 84
Speaking 85
Computing (1) 86
Computing (2) 87

Resource Listing 88

Writing 89
Listening 92
Reading 94
Speaking 97
Computing 100

TABLE OF CONTENTS cont'

BIBLIOGRAPHY 108

ADDITIONAL RESOURCES 112

LOCATION OF RESOURCES 114

APPENDIX A: OCCUPATION-SPECIFIC BASIC SKILLS SURVEY 116

APPENDIX B: OCCUPATION-SPECIFIC BASIC SKILLS DATA FORM 120

INTRODUCTION

Nationwide, attention has focused upon the need for basic skills competencies in reading, writing, computing, speaking and listening. Studies indicate that, presently, the ability to read textbooks and other curricular literature is not enough for the vocational student. Often times, he/she encounters occupational literature such as formulas, contracts, employee handbooks, handling of customer complaints, verbal and written directions, and order forms in his/her work environment. The ability to read, comprehend, and/or perform these tasks is paramount for success in the world of work.

Enhanced basic skills instruction for vocational students, then, accomplishes two objectives:

As students, individuals will be better able to understand and more quickly master job-specific training materials.

As workers, individuals will be better prepared to adapt to the inevitable changes they will confront in their work lives.

Purpose of Project

One of the primary tenets of adult education is that instructional emphasis must be readily applicable to the student's real-life situation. Students retain processes and information that they view as useful.

Thus, if basic skills instructional materials are job-related, they are apt to be interpreted as having more value to the student. This project proposed to validate predetermined basic skills competencies with area-specific employers and outline available resources for each competency.

Methodology

Three vocational training programs (offered as coursework within the Employment Training Office) were specifically addressed: Auto Body, Auto Mechanics, and Food Preparation and Baking.

First, a matrix of occupation-specific basic skills (writing, listening, reading, speaking, and computing) competencies was developed for the three programs in a combined form. The competencies were converted into a survey, which was then validated by employers on Oahu. The majority of respondents were managers, assistant managers, or owners with less than 25 employees in the Auto Mechanics and Auto Body areas and less than 50 employees in the Food Service area. Ninety-three (93) competencies were used in the survey. Employers were requested to rate each competency on a scale of 1 - 5 ("1" being not at all important to "5" being very important) based on entry-level employment. Employers were also given the option of adding competencies to their own survey. (Those competencies are noted at the end of each occupational section under Survey Results.) A non-competency question was used in the survey to poll employers as to hiring priorities. Refer to Appendix A (page 116) for a sample of the survey.

Employers were identified by using a list of those who had hired Employment Training Office trainees, the Yellow Pages, and through door-to-door efforts.

Following the survey of employers, job-specific instructional materials (reflecting a variety of ability levels and diverse instructional delivery modes) were identified and compiled into a resource listing. Instead of listing resources only for those competencies deemed "important" to "very important", resources were included for all competencies so that the user would have more flexibility in making curriculum changes and/or incorporating the resources in his/her instructional situation.

Limitations

The data used to formulate conclusions were limited to the number of employers responding to the survey. Out of the approximately 175 Oahu employers that were requested to complete the survey, 100 responded (30 in Auto Body, 32 Auto Mechanics, and 38 Food Preparation and Baking).

The reader may notice, while reviewing the survey results, that discrepancies in employer responses exist within certain competencies. Such occurrences are particularly apparent in the Food Preparation and Baking responses where results were presented as separate entry-level positions (i.e. busperson, counter person, pantry, short order cook, etc.). These responses were dependent upon the size and type of food establishment. Thus, in these instances, the reader should formulate his/her own conclusion about the validity of the data.

Also, resources were not identified for several competencies due to the lack of available material. The resources were restricted to the number and locale of the programs/organizations determined as possible resource locations. Due to time and funding constraints, all possible sources of resource materials may not have been identified.

Other Comments

This guide should be used on an on-going basis by the Employment Training Office's basic education instructors, as well as other interested vocational educators statewide.

In addition, a periodic update of this document is necessary in order to remain effective. Therefore, readers' assistance is requested to make this guide useful, accurate, and comprehensive. A data form is included in the back for additions or corrections.

Survey Results

SURVEY RESULTS

The following is a compilation of results taken from the Basic Skills surveys completed by 100 Oahu employers (30 Auto Body, 32 Auto Mechanics, and 38 Food Preparation and Baking). Refer to Appendix A (page 116) for a sample of the survey.

An overall view is given first, followed by the three specific occupational areas. Each area includes a list of highlighted competencies followed by a chart of the actual response numbers gathered from the surveys.

Highlighted competencies are those that were rated by 75% or more of the employers as "important" (using a combination of "important" and "very important" responses). Competencies also rated 75% or higher as "not important" (using a combination of the responses under "not at all important" and "not very important") are also included. (Refer to Appendix A, page 116, for a full list of the competencies.) Percentages were determined based on the number of responses given. Missing values were assigned to those surveys that were not filled out completely, so that if 100 employers responded, and "competency 1(a)" only had 93 respondents, a missing value of 7 was given to calculate the percentages.

Overall, while there were a number of competencies that were rated as "important", none of the competencies were rated as "not important". The reader may note, however, that closer examination of the entry-level positions under Food Preparation and Baking will evidence competencies that employers felt were "not important", specific to the individual positions.

Nonetheless, in general, all the competencies listed were deemed by the employers to have some importance on the job.

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

OVERALL FREQUENCIES

100 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening	**None**
5a	
5b	
5c	
6a	
7a	
7b	
8a	
8b	
8c	
9a	
9b	
10a	
10b	
Reading	
11e	
Speaking	
14a(3)	
15b	
15c	
15d	
16c	
16d	

SURVEY RESULTS

ACTUAL RESPONSES

OVERALL FREQUENCIES (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	19	18	21	21	17
b. incomplete sentences	21	19	24	15	13
c. abbreviations	13	18	27	17	18
d. correct spelling and punctuation	12	19	20	25	18
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	20	14	12	21	33
b. requisitions	20	14	13	20	26
c. work orders	15	12	8	27	32
d. inventory records	15	14	17	14	33
e. purchase orders	19	14	18	13	29
f. other					
3. The ability to write messages to:					
a. co-workers	8	15	16	28	27
b. customers	21	13	7	16	37
c. supervisors	10	7	14	30	37
4. The ability to compose:					
a. notes	14	15	18	29	18
b. outlines	23	20	22	16	10
c. memos	16	16	24	23	12
d. letters	25	17	20	16	11
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors			1	16	83
b. customers	6	3	4	12	74
c. co-workers		1	5	28	66
6. The ability to hear and interpret:					
a. equipment noises	2	3	14	23	57
b. engine noises	14	5	8	21	50
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors			3	27	70
b. customers	8	3	6	16	65
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

OVERALL FREQUENCIES (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	5	4	12	31	47
b. recollection of details	2	3	4	34	55
c. determining its usefulness	3	5	9	33	47
9. The ability to comprehend and be open to:					
a. suggestions		1	5	20	74
b. criticisms		1	4	21	74
C. **READING**					
10. The ability to read and follow directions from:					
a. manuals	3	4	8	20	63
b. guides	5	3	7	22	61
c. other					
11. The ability to read and understand:					
a. technical references	6	8	15	24	43
b. catalogs	13	11	19	24	28
c. flow charts/tables/illustrations	8	9	15	27	35
d. equipment manuals	8	6	13	24	44
e. safety codes	3	3	8	27	56
f. abbreviations (i.e. food orders)	3	7	19	23	41
g. other					
12. The ability to understand work forms as:					
a. repair orders	16	6	3	19	47
b. estimates	20	6	5	21	41
c. diagnostic reports	21	8	7	22	34
d. requisitions	19	8	13	20	31
e. invoices	16	4	19	20	32
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	26	9	12	13	35
b. credit agreements (customer payment, etc.)	27	11	17	15	25
c. employment contracts/agreements	18	4	17	24	32
d. other					
D. **SPEAKING**					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	12	6	19	23	40
- co-workers	1	4	21	35	38
- supervisors		5	14	36	45
b. engaging in formal conversation with...					
- customers	11	8	15	19	41
- co-workers	5	6	22	26	35
- supervisors	4	5	12	31	43
c. business-related conversations	5	8	14	32	41
d. non-business conversations	8	16	36	23	13

SURVEY RESULTS

ACTUAL RESPONSES

OVERALL FREQUENCIES (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	16	9	19	28	27
b. receive as well as relay information	2	2	10	33	52
c. explain procedures		5	13	38	43
d. report on work being done	3	6	11	34	46
e. provide instructions to perform job tasks	3	7	12	41	36
16. The ability to provide such requested information as:					
a. suggestions		6	23	39	32
b. referrals	4	9	28	34	24
c. facts	1	5	13	35	45
d. explanations	1	4	16	36	43
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	15	4	18	28	27
b. addition and subtraction	8	1	15	27	42
c. multiplication	9	5	17	23	36
d. division without remainder (i.e. 25 - 5 = 5)	12	6	20	21	31
e. division with remainder (i.e. 25 - 6 = 4.166)	15	7	17	25	26
f. arranging objects/items in numerical order	11	7	17	25	26
g. counting by ones, twos, fives, tens, etc.	10	6	15	32	29
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	18	10	23	19	18
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	20	15	23	17	12
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	20	15	15	23	14
d. addition and subtraction	11	4	12	33	37
e. multiplication and division	13	9	19	23	25
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	13	10	16	25	28
b. multiplication and division	15	9	18	24	24
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	15	13	21	21	18
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	15	14	17	23	22
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	19	17	17	22	16
21. The ability to:					
a. use a calculator to perform arithmetic operations	13	9	20	25	29
b. perform basic metric conversions involving weight, distance and volume	22	10	24	24	15

SURVEY RESULTS

ACTUAL RESPONSES

OVERALL FREQUENCIES (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	23	15	21	20	15
d. determine object's weight, distance or volume in standard units	13	11	18	23	31
e. put tools in order according to size	20	12	23	20	22
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	23	16	20	22	15
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	13	16	19	29	19
h. estimate measures of varying length, time, dimension or weight	15	10	27	24	20
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	13	11	23	18	25
b. find the total cost of a part of a set	18	15	23	14	20
c. find the total retail price	14	11	22	17	27
d. write up a bill with wholesale and retail cost	20	11	19	19	20
e. find the cost of a job	25	9	21	16	19
f. fill out a purchase order	22	9	20	20	19
g. make change	13	9	18	17	34

23. The priority in hiring an employee is:
    a. experience = 52 employers
    b. certificate = 3 employers
    c. AA degree = 0 employers
    d. other = 44 employers (refer to individual program results)

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

AUTO BODY

30 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening 5a 5b 5c 6a 6b 7a 7b 8a 8b 8c 9a 9b	**None**
Reading 10a 10b 11a 11b 11c 11d 11e 12a 12b 12c	It is interesting to note that the majority of Auto Body employers rated all of the identified **Listening** skills as "important" to "very important". The majority of reading skills were also rated similarly.
Speaking 14a (3) 14b (3) 15a 15b 16c 16d	
Computing 18d	

SURVEY RESULTS

ACTUAL RESPONSES

AUTO BODY (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	2	6	6	6	10
b. incomplete sentences	5	7	7	4	7
c. abbreviations	3	7	8	6	6
d. correct spelling and punctuation	2	7	6	8	7
e. other *					
2. The ability to completely and accurately fill out:					
a. inspection sheets	5	5	6	5	9
b. requisitions	3	8	6	4	9
c. work orders	1	6	6	7	10
d. inventory records	2	7	10	3	8
e. purchase orders	3	8	8	2	9
f. other					
3. The ability to write messages to:					
a. co-workers	2	6	4	9	9
b. customers	4	5	2	8	11
c. supervisors	4	3	3	10	10
4. The ability to compose:					
a. notes	1	5	10	7	7
b. outlines	3	6	11	3	7
c. memos	2	7	10	5	6
d. letters	3	8	8	4	7
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				10	20
b. customers		1	1	8	20
c. co-workers			1	11	18
6. The ability to hear and interpret:					
a. equipment noises			2	10	18
b. engine noises	1	1	3	10	15
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors			1	10	19
b. customers			3	10	16
c. other *					

SURVEY RESULTS

ACTUAL RESPONSES
AUTO BODY (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts			2	13	14
b. recollection of details			1	13	15
c. determining its usefulness			2	14	13
9. The ability to comprehend and be open to:					
a. suggestions		1	2	6	21
b. criticisms		1	1	7	21
C. READING					
10. The ability to read and follow directions from:					
a. manuals		1	5	6	18
b. guides		1	5	6	18
c. other *					
11. The ability to read and understand:					
a. technical references		1	6	9	14
b. catalogs			7	13	10
c. flow charts/tables/illustrations		1	6	10	13
d. equipment manuals			6	11	13
e. safety codes			4	10	15
f. abbreviations (i.e. food orders)	1	3	7	10	7
g. other					
12. The ability to understand work forms as:					
a. repair orders		1	1	8	20
b. estimates		1	2	8	19
c. diagnostic reports	2	2	5	7	14
d. requisitions	2	4	3	6	15
e. invoices	2		9	5	14
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	2	1	7	8	12
b. credit agreements (customer payment, etc.)	3	3	7	8	9
c. employment contracts/agreements	1	1	7	9	12
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	2	4	9	9	6
- co-workers		2	6	11	11
- supervisors		2	4	12	12
b. engaging in formal conversation with...					
- customers	2	3	8	10	7
- co-workers		1	10	8	11
- supervisors		1	5	13	11
c. business-related conversations		3	9	8	10
d. non-business conversations	2	5	10	8	5

SURVEY RESULTS
ACTUAL RESPONSES
AUTO BODY (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies		3	4	14	9
b. receive as well as relay information		2	4	14	10
c. explain procedures		4	6	11	9
d. report on work being done		3	5	12	10
e. provide instructions to perform job tasks	1	4	4	12	9
16. The ability to provide such requested information as:					
a. suggestions		1	8	13	8
b. referrals		2	6	14	8
c. facts		2	4	14	10
d. explanations		1	5	14	10
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	1	2	6	11	9
b. addition and subtraction		1	7	11	11
c. multiplication		2	7	10	10
d. division without remainder (i.e. 25 - 5 = 5)		3	7	10	9
e. division with remainder (i.e. 25 - 6 = 4.166)	2	2	5	11	9
f. arranging objects/items in numerical order		2	5	11	11
g. counting by ones, twos, fives, tens, etc.	2	2	4	13	9
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)		3	6	13	8
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	2	4	7	10	6
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	2	3	4	13	7
d. addition and subtraction			4	16	10
e. multiplication and division		3	8	10	9
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	2	3	4	12	9
b. multiplication and division	2	2	5	12	9
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	1	3	9	8	9
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1	4	7	12	6
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	2	4	7	11	6
21. The ability to:					
a. use a calculator to perform arithmetic operations	1	2	11	11	5
b. perform basic metric conversions involving weight, distance and volume	1	2	10	10	7

SURVEY RESULTS

ACTUAL RESPONSES

AUTO BODY (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1	3	10	7	8
d. determine object's weight, distance or volume in standard units	1	3	6	11	9
e. put tools in order according to size		2	7	13	8
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1	5	6	10	7
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1	2	7	13	6
h. estimate measures of varying length, time, dimension or weight		1	12	10	7
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1	4	9	10	6
b. find the total cost of a part of a set	1	5	9	8	7
c. find the total retail price	1	4	9	9	7
d. write up a bill with wholesale and retail cost	1	3	9	10	7
e. find the cost of a job	3	3	9	8	7
f. fill out a purchase order	3	3	9	8	7
g. make change	1	3	8	11	7

23. The priority in hiring an employee is:

a. experience: 6 months = 1 employer
1-2 years = 2 employers 2 years = 2 employers
3 years = 3 employers
5 years = 1 employer

b. certificate = 1 employer

c. AA degree = 0 employers

d. other (attitude) = 15 employers

Write in "other" responses (taken verbatim):

1e. The ability to write work reports using -
- coherent thoughts = 1 employer/not important
- good penmanship = 1 employer/important

7c. The ability to interpret oral descriptions from -
- co-workers = 1 employer/very important

10c. The ability to read and follow directions from -
- work orders = 1 employer/very important

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

AUTO MECHANICS

32 Employers

"Important" Competencies (75%+)

Writing
- 2a
- 2c
- 3b
- 3c

Computing
- 17b
- 18d

Listening
- 5a
- 5b
- 5c
- 6a
- 6b
- 7a
- 7b
- 8a
- 8b
- 8c
- 9a
- 9b

Reading
- 10a
- 10b
- 11a
- 11b
- 11c
- 11d
- 11e
- 12a
- 12b
- 12c

Speaking
- 14a (1)
- 14a (3)
- 14b (3)
- 14c
- 15b
- 15c
- 15d
- 15e
- 16c
- 16d

"Not Important" Competencies (75%+)

None

As with Auto Body, the employers felt that all of the **Listening** competencies were "important" on the job. The majority of reading and speaking skills were also rated similarly. Within the Listening section alone, the following competencies were rated 90% or higher as "very important":
- 5a
- 5b
- 7b

SURVEY RESULTS

ACTUAL RESPONSES

AUTO MECHANICS (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	2	5	7	12	5
b. incomplete sentences	4	6	8	8	4
c. abbreviations	2	7	13	5	3
d. correct spelling and punctuation	2	3	9	10	7
e. other *					
2. The ability to completely and accurately fill out:					
a. inspection sheets	3	2		10	17
b. requisitions	2	3	6	9	11
c. work orders	1	2	1	10	18
d. inventory records	2	3	5	7	13
e. purchase orders	3	3	6	6	13
f. other *					
3. The ability to write messages to:					
a. co-workers		5	5	11	9
b. customers		2	3	7	18
c. supervisors		3	2	11	15
4. The ability to compose:					
a. notes	1	5	6	12	8
b. outlines	4	7	10	6	3
c. memos	1	4	8	12	5
d. letters	6	5	10	4	3
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				1	31
b. customers		1		1	29
c. co-workers		1	2	9	20
6. The ability to hear and interpret:					
a. equipment noises		1	3	4	24
b. engine noises		1	1	2	28
c. other *					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				5	27
b. customers		1		1	30
c. other *					

SURVEY RESULTS

ACTUAL RESPONSES

AUTO MECHANICS (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts			3	7	22
b. recollection of details		1		9	21
c. determining its usefulness			4	8	19
9. The ability to comprehend and be open to:					
a. suggestions			1	7	24
b. criticisms			2	7	23
C. READING					
10. The ability to read and follow directions from:					
a. manuals			1	6	25
b. guides			1	6	25
c. other *					
11. The ability to read and understand:					
a. technical references			1	8	23
b. catalogs			6	9	16
c. flow charts/tables/illustrations			4	10	16
d. equipment manuals			2	7	22
e. safety codes			2	5	25
f. abbreviations (i.e. food orders)		3	9	8	7
g. other					
12. The ability to understand work forms as:					
a. repair orders	1			6	25
b. estimates	1	1	2	8	20
c. diagnostic reports	1	1	1	9	20
d. requisitions	1	1	8	7	14
e. invoices	1	1	6	11	12
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	2	2	4	3	21
b. credit agreements (customer payment, etc.)	5	4	8	4	11
c. employment contracts/agreements	3		7	11	11
d. other *					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	1	1	5	9	16
- co-workers	1	2	7	13	9
- supervisors		1	4	15	12
b. engaging in formal conversation with...					
- customers	1	2	5	6	17
- co-workers	1	2	7	12	9
- supervisors		2	3	15	11
c. business-related conversations	1	2	1	18	10
d. non-business conversations	1	6	13	7	3

SURVEY RESULTS

ACTUAL RESPONSES

AUTO MECHANICS (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	2	6	11	8	8
b. receive as well as relay information			3	9	20
c. explain procedures			1	13	17
d. report on work being done			1	11	20
e. provide instructions to perform job tasks			2	16	12
16. The ability to provide such requested information as:					
a. suggestions		2	6	14	10
b. referrals		3	5	14	10
c. facts			3	13	16
d. explanations			3	13	16
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	4		4	10	12
b. addition and subtraction	3		3	8	17
c. multiplication	4		4	8	14
d. division without remainder (i.e. 25 - 5 = 5)	4	1	6	6	13
e. division with remainder (i.e. 25 - 6 = 4.166)	4	2	5	7	12
f. arranging objects/items in numerical order	5		5	9	11
g. counting by ones, twos, fives, tens, etc.	3	2	3	12	10
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	6	1	10	4	9
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	6	1	13	4	6
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	6	3	7	7	7
d. addition and subtraction	3		4	9	15
e. multiplication and division	3	1	5	9	12
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	5	1	6	7	12
b. multiplication and division	5	1	7	7	10
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	5	1	6	11	6
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	5	1	7	7	10
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	6	2	8	7	7
21. The ability to:					
a. use a calculator to perform arithmetic operations	3	2	6	7	12
b. perform basic metric conversions involving weight, distance and volume	4	2	8	9	7

SURVEY RESULTS

ACTUAL RESPONSES

AUTO MECHANICS (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	5	3	7	10	5
d. determine object's weight, distance or volume in standard units	5	2	8	5	10
e. put tools in order according to size	3	2	9	6	10
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	4	3	8	9	6
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	2	6	5	9	8
h. estimate measures of varying length, time, dimension or weight	4	2	7	10	7
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	4	3	10	4	9
b. find the total cost of a part of a set	4	4	10	4	8
c. find the total retail price	3	3	10	4	10
d. write up a bill with wholesale and retail cost	4	3	8	6	8
e. find the cost of a job	5	2	10	6	8
f. fill out a purchase order	4	3	7	9	7
g. make change	3	4	9	4	10

23. The priority in hiring an employee is:
    a. experience: 6 months = 1 employer
    1-2 years = 1 employer
    2 years = 3 employers
    3 years = 1 employer
    5 years = 1 employer
    1-5 years = 1 employer
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 8 employers
    (relate to customers) = 1 employer
    (common sense) = 2 employers
    (productivity) = 1 employer
    (intelligent) = 1 employer

Write in "other" responses (taken verbatim):

1e. The ability to write work reports using -
- legible handwriting = 2 employers/very important
2 employers/important
- brief instructions = 1 employer/important

SURVEY RESULTS

ACTUAL RESPONSES

AUTO MECHANICS (e)

Write in "other" responses (continued):

2f. The ability to completely and accurately fill out -
- instructions = 1 employer/very important
- estimates = 1 employer/very important
- labor tag per job = 1 employer/very important

6c. The ability to hear and interpret -
- foreign speaking customer = 1 employer/very important
- all car problems = 1 employer/very important

7c. The ability to interpret oral descriptions of problems from -
- salespeople = 1 employer/important

10c. The ability to read and follow directions from -
- technical bulletins = 1 employer/very important
- work orders = 2 employers/very important
- specs = 1 employer/very important

13d. The ability to understand legal forms/documents such as -
- company policies = 1 employer/very important

SURVEY RESULTS

FOOD PREPARATION AND BAKING

The overall Food Preparation and Baking results are presented first, followed by the results of the specific entry-level positions that were given by the employers. (Employers were given the option to identify which entry-level position they preferred to respond to in completing the questionnaire.

The number of respondents for each of the specific entry-level occupations was small. Several had only two or three respondents. In those instances especially, the conflicting responses (i.e. those competencies that were considered to be "very important" by one respondent vs. the same competencies that were considered "not important" by another respondent) are evident.

Although the overall Food Preparation and Baking results do not highlight any "not important" competencies, most of the individual entry-level positions do. The reader is reminded, however, that the small number of respondents may skew the percentages.

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

FOOD PREPARATION AND BAKING

OVERALL

38 Employers

"Important" Competencies (75%+)

Listening
- 5a
- 5c
- 7a
- 8b
- 9a
- 9b

Reading
- 11f

Speaking
- 14a (2)
- 14a (3)
- 15b
- 15c

"Not Important" Competencies (75%+)

Writing
- 1a
- 1b
- 1d
- 2a
- 2b
- 2c
- 3b
- 4a
- 4b
- 4c
- 4d

Listening
- 6b

Reading
- 11b
- 11c
- 12a
- 12b
- 12c
- 12d
- 12e
- 13a
- 13b

Speaking
- 15a

Computing
- 18a
- 18b
- 18c
- 18e
- 19c
- 20a
- 20b
- 21b
- 21c
- 21e
- 21f
- 21g
- 21h
- 22b
- 22d
- 22e
- 22f

As compared with the other two program areas, Food Preparation and Baking employers, overall, did not rate as many basic skill competencies as "important" or "very important".

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION AND BAKING OVERALL (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	15	7	8	3	2
b. incomplete sentences	12	6	9	3	2
c. abbreviations	8	4	6	6	9
d. correct spelling and punctuation	8	9	5	7	4
e. other *					
2. The ability to completely and accurately fill out:					
a. inspection sheets	12	7		6	7
b. requisitions	15	3	1	7	6
c. work orders	13	3	4	5	7
d. inventory records	11	4	2	4	12
e. purchase orders	13	3	4	5	7
f. other *					
3. The ability to write messages to:					
a. co-workers	6	4	7	8	9
b. customers	17	6	2	1	8
c. supervisors	6	1	8	9	12
4. The ability to compose:					
a. notes	12	5	2	10	3
b. outlines	16	7	1	7	
c. memos	13	5	6	6	1
d. letters	16	4	2	8	1
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors			1	5	32
b. customers	6	1	3	3	25
c. co-workers			2	8	28
6. The ability to hear and interpret:					
a. equipment noises	2	2	9	9	15
b. engine noises	13	3	4	9	7
c. other *					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors			2	12	24
b. customers	8	2	3	5	19
c. other *					

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION AND BAKING OVERALL (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	5	4	7	11	11
b. recollection of details	2	2	3	12	19
c. determining its usefulness	3	5	3	11	15
9. The ability to comprehend and be open to:					
a. suggestions			2	7	29
b. criticisms			1	7	30
C. READING					
10. The ability to read and follow directions from:					
a. manuals	3	3	2	8	20
b. guides	5	2	1	10	18
c. other *					
11. The ability to read and understand:					
a. technical references	6	7	8	7	6
b. catalogs	13	11	6	2	2
c. flow charts/tables/illustrations	8	8	5	7	6
d. equipment manuals	8	6	5	6	9
e. safety codes	3	3	2	12	16
f. abbreviations (i.e. food orders)	2	1	3	5	27
g. other *					
12. The ability to understand work forms as:					
a. repair orders	15	5	2	5	2
b. estimates	19	4	1	5	2
c. diagnostic reports	18	5	1	6	
d. requisitions	16	3	2	7	2
e. invoices	13	3	4	4	6
f. other *					
13. The ability to understand legal forms/documents such as:					
a. warranties	22	6	1	3	2
b. credit agreements (customer payment, etc.)	19	4	2	3	5
c. employment contracts/agreements	14	3	3	4	9
d. other *					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	9	1	5	5	18
- co-workers			8	11	18
- supervisors		2	6	9	21
b. engaging in formal conversation with...					
- customers	8	3	2	3	17
- co-workers	4	3	5	6	15
- supervisors	4	2	4	3	21
c. business-related conversations	4	3	4	6	21
d. non-business conversations	5	5	13	8	5

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION AND BAKING OVERALL (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	14	4	4	6	10
b. receive as well as relay information	2		3	10	22
c. explain procedures		1	6	14	17
d. report on work being done	3	3	5	11	16
e. provide instructions to perform job tasks	1	3	6	13	15
16. The ability to provide such requested information as:					
a. suggestions		3	9	12	14
b. referrals	4	4	17	6	6
c. facts	1	3	6	8	19
d. explanations	1	3	8	9	17
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	10	2	8	7	6
b. addition and subtraction	5		5	8	14
c. multiplication	5	3	6	5	12
d. division without remainder (i.e. 25 - 5 = 5)	8	2	5	7	9
e. division with remainder (i.e. 25 - 6 = 4.166)	9	3	7	7	5
f. arranging objects/items in numerical order	6	5	6	7	8
g. counting by ones, twos, fives, tens, etc.	5	2	8	7	10
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	12	6	7	2	1
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	12	10	3	3	
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	12	9	4	3	
d. addition and subtraction	8	4	4	8	6
e. multiplication and division	10	5	6	4	4
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	6	6	6	6	7
b. multiplication and division	8	6	6	5	5
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	9	9	6	2	3
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	9	9	3	4	6
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	11	11	2	4	3
21. The ability to:					
a. use a calculator to perform arithmetic operations	9	5	3	7	12
b. perform basic metric conversions involving weight, distance and volume	17	6	6	5	1

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION AND BAKING OVERALL (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	17	9	4	3	2
d. determine object's weight, distance or volume in standard units	7	6	4	7	12
e. put tools in order according to size	17	8	7	1	4
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	18	8	6	3	2
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	10	8	7	7	5
h. estimate measures of varying length, time, dimension or weight	11	7	8	4	6
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	8	4	4	4	10
b. find the total cost of a part of a set	13	6	4	2	5
c. find the total retail price	10	4	3	4	10
d. write up a bill with wholesale and retail cost	15	5	2	3	5
e. find the cost of a job	17	4	2	2	4
f. fill out a purchase order	15	3	4	3	5
g. make change	9	2	1	2	17

23. The priority in hiring an employee is:
    a. experience = 20 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other = 18 employers

Write in "other" responses (taken verbatim):

1e. The ability to write work reports using -
    - legible handwriting = 1 employer/very important

2f. The ability to completely and accurately fill out -
    - food/beverage checks/credit card forms = 1 employer/very important
    - checklists = 1 employer/very important

6c. The ability to hear and interpret -
    - dumwaiter signals = 1 employer/somewhat important
    - ice machine/refrigerator noises = 1 employer/not at all important
    - customer noises = 1 employer/very important

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION AND BAKING OVERALL (e)

Write in "other" responses (continued):

7c. The ability to interpret oral descriptions of problems from -
- co-workers = 7 employers/very important
= 1 employer/important
= 2 employers/somewhat important

10c. The ability to read and follow directions from -
- recipes = 3 employers/very important
- time cards/schedules = 1 employer/important
- menus = 1 employer/very important
- job descriptions = 1 employer/very important
- films = 1 employer/important
- guest checks = 1 employer/very important
- notices = 1 employer/important

11g. The ability to read and understand -
- menus = 2 employers/very important
- recipes = 1 employer/very important

12f. The ability to understand work forms as -
- schedules = 1 employer/important

13d. The ability to understand legal forms/documents such as -
- rules = 1 employer/very important
- memos, employee handbooks = 3 employers/very important
- W-4 workform = 1 employer/important
- work procedures, company policies = 1 employer/very important

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

GENERAL

4 Employers

"Important" Competencies (75%+)

Listening
- 5a
- 5b
- 5c
- 7a
- 7b
- 9a
- 9b

Reading
- 10a
- 10b
- 11f

Speaking
- 14b (1)
- 15b
- 15c

Computing
- 17b
- 18d

"Not Important" Competencies (75%+)

Writing
- 1a
- 1b
- 1c
- 1d
- 2a
- 2b
- 2c
- 2d
- 2e
- 3a
- 3b
- 4a
- 4b
- 4c
- 4d

Listening
- 6b

Reading
- 11a
- 11b
- 12a
- 12b
- 12c
- 12d
- 12e
- 13a
- 13b
- 13c

Speaking
- 15a

Computing
- 18a
- 18b
- 18c
- 20a
- 20b
- 21b
- 21c
- 21e
- 21f
- 21g
- 22b
- 22d
- 22e
- 22f

SURVEY RESULTS

ACTUAL RESPONSES

GENERAL (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	2	2			
b. incomplete sentences	1	3			
c. abbreviations	1	2		1	
d. correct spelling and punctuation	1	3			
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	3	1			
b. requisitions	3	1			
c. work orders	3	1			
d. inventory records	3	1			
e. purchase orders	2	1	1		
f. other					
3. The ability to write messages to:					
a. co-workers	1	2	1		
b. customers	1	2	1		
c. supervisors	1		2		1
4. The ability to compose:					
a. notes	3	1			
b. outlines	3	1			
c. memos	3	1			
d. letters	4				
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				2	2
b. customers				2	2
c. co-workers				2	2
6. The ability to hear and interpret:					
a. equipment noises		1	1	2	
b. engine noises	1	2	1		
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				3	1
b. customers				2	2
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

GENERAL (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts		2			2
b. recollection of details		1	1		2
c. determining its usefulness		2			2
9. The ability to comprehend and be open to:					
a. suggestions				1	3
b. criticisms				1	3
C. READING					
10. The ability to read and follow directions from:					
a. manuals				2	2
b. guides				2	2
c. other					
11. The ability to read and understand:					
a. technical references		3		1	
b. catalogs		4			
c. flow charts/tables/illustrations		2		2	
d. equipment manuals		2	1		1
e. safety codes		2		1	1
f. abbreviations (i.e. food orders)				1	3
g. other					
12. The ability to understand work forms as:					
a. repair orders	2	1			
b. estimates	2	2			
c. diagnostic reports	3	1			
d. requisitions	3	1			
e. invoices	2	1	1		
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	2	2			
b. credit agreements (customer payment, etc.)	2	2			
c. employment contracts/agreements	1	2			1
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers			2		2
- co-workers			2		2
- supervisors			2		2
b. engaging in formal conversation with...					
- customers		1		1	2
- co-workers		1	1		2
- supervisors		1	1		2
c. business-related conversations		2			2
d. non-business conversations		2			2

SURVEY RESULTS

ACTUAL RESPONSES

GENERAL (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies			2	2	
b. receive as well as relay information			1	2	1
c. explain procedures			1	2	1
d. report on work being done	1		2	1	
e. provide instructions to perform job tasks	1		2	1	
16. The ability to provide such requested information as:					
a. suggestions		1	2	1	
b. referrals		2	2		
c. facts		1	1	1	1
d. explanations		1	2		1
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	1	1		1	1
b. addition and subtraction				2	2
c. multiplication		1	1	1	1
d. division without remainder (i.e. 25 - 5 = 5)	1	1		1	1
e. division with remainder (i.e. 25 - 6 = 4.166)	1	1		2	
f. arranging objects/items in numerical order		2	1		1
g. counting by ones, twos, fives, tens, etc.		1	2		1
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	2	1			1
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	2	1		1	
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	2	1		1	
d. addition and subtraction	1			2	1
e. multiplication and division	1		1	1	1
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction		1	1		2
b. multiplication and division	1	1	1		1
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)		1	1		1
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1	2		1	
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	1	2		1	
21. The ability to:					
a. use a calculator to perform arithmetic operations		2	1		1
b. perform basic metric conversions involving weight, distance and volume	2	1		1	

SURVEY RESULTS

ACTUAL RESPONSES

GENERAL (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	2	1	1		
d. determine object's weight, distance or volume in standard units	1	1	1		1
e. put tools in order according to size	1	2		1	
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1	2		1	
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1	2		1	
h. estimate measures of varying length, time, dimension or weight		2		1	
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1	1		1	1
b. find the total cost of a part of a set	1	2			1
c. find the total retail price	1		1	1	1
d. write up a bill with wholesale and retail cost	2	1	1		
e. find the cost of a job	3	1			
f. fill out a purchase order	3	1			
g. make change	2		1		1

23. The priority in hiring an employee is:
    a. experience = 2 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (dependable/trustworthy/hardworking) = 1 employer
       (personal appearance) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

BAKERY HELPER

1 Employer

"Important" Competencies (75%+)

Listening
- 5a
- 5c
- 6a
- 7a
- 8a
- 8b
- 8c
- 9a
- 9b

Reading
- 11e

Speaking
- 14a (2)
- 14a (3)
- 14b (3)
- 14c
- 14d
- 15b
- 15c
- 15d

Computing
- 18d
- 21d
- 21e

"Not Important" Competencies (75%+)

Writing
- 1a
- 1b
- 1c
- 1d
- 2a
- 2b
- 2c
- 2d
- 2e
- 3a
- 3b
- 3c
- 4a

Listening
- 5b

Reading
- 11f

Speaking
- 14a (1)
- 16a
- 16c
- 16d

Computing
- 18e
- 19a
- 19b
- 19c
- 21a
- 21c
- 21f
- 22a
- 22b
- 22c
- 22d
- 22e
- 22f
- 22g

SURVEY RESULTS

ACTUAL RESPONSES

BAKERY HELPER (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	1				
b. incomplete sentences	1				
c. abbreviations	1				
d. correct spelling and punctuation	1				
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	1				
b. requisitions	1				
c. work orders	1				
d. inventory records	1				
e. purchase orders	1				
f. other					
3. The ability to write messages to:					
a. co-workers	1				
b. customers	1				
c. supervisors	1				
4. The ability to compose:					
a. notes	1				
b. outlines					
c. memos					
d. letters					
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				1	
b. customers		1			
c. co-workers					1
6. The ability to hear and interpret:					
a. equipment noises					1
b. engine noises					
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors					1
b. customers					
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

BAKERY HELPER (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts				1	
b. recollection of details				1	
c. determining its usefulness				1	
9. The ability to comprehend and be open to:					
a. suggestions				1	
b. criticisms				1	
C. READING					
10. The ability to read and follow directions from:					
a. manuals					
b. guides					
c. other					1
11. The ability to read and understand:					
a. technical references					
b. catalogs					
c. flow charts/tables/illustrations					
d. equipment manuals					
e. safety codes				1	
f. abbreviations (i.e. food orders)		1			
g. other					
12. The ability to understand work forms as:					
a. repair orders					
b. estimates					
c. diagnostic reports					
d. requisitions					
e. invoices					
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties					
b. credit agreements (customer payment, etc.)					
c. employment contracts/agreements					
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	1				
- co-workers				1	
- supervisors				1	
b. engaging in formal conversation with...					
- customers					
- co-workers					
- supervisors				1	
c. business-related conversations				1	
d. non-business conversations				1	

SURVEY RESULTS

ACTUAL RESPONSES

BAKERY HELPER (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies			1		
b. receive as well as relay information				1	
c. explain procedures				1	
d. report on work being done				1	
e. provide instructions to perform job tasks			1		
16. The ability to provide such requested information as:					
a. suggestions		1			
b. referrals			1		
c. facts	1				
d. explanations	1				
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off					
b. addition and subtraction					
c. multiplication					
d. division without remainder (i.e. 25 - 5 = 5)					
e. division with remainder (i.e. 25 - 6 = 4.166)					
f. arranging objects/items in numerical order					
g. counting by ones, twos, fives, tens, etc.					
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)					
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)					
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)					
d. addition and subtraction				1	
e. multiplication and division	1				
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	1				
b. multiplication and division	1				
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	1				
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)			1		
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)			1		
21. The ability to:					
a. use a calculator to perform arithmetic operations	1				
b. perform basic metric conversions involving weight, distance and volume			1		

SURVEY RESULTS

ACTUAL RESPONSES

BAKERY HELPER (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1				
d. determine object's weight, distance or volume in standard units					1
e. put tools in order according to size					1
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1				
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)			1		
h. estimate measures of varying length, time, dimension or weight			1		
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1				
b. find the total cost of a part of a set	1				
c. find the total retail price	1				
d. write up a bill with wholesale and retail cost	1				
e. find the cost of a job	1				
f. fill out a purchase order	1				
g. make change	1				

23. The priority in hiring an employee is:
    - experience (1 year) = 1 employer
    - certificate = 0 employers
    - AA degree = 0 employers
    - other = 0 employers

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

BUSPERSON

2 Employers

"Important" Competencies (75%+)

Writing
- 3a
- 3b

Listening
- 5a
- 5b
- 5c
- 8b
- 9a
- 9b

Reading
- 10a
- 10b
- 11e
- 11f

Speaking
- 14a (1)
- 14a (2)
- 14a (3)
- 14b (1)
- 14b (2)
- 14b (3)
- 14d
- 15b
- 15c
- 15d
- 15e
- 16a
- 16b
- 16c
- 16d

Computing
- 21a
- 22g

"Not Important" Competencies (75%+)

Reading
- 11a
- 11b
- 12a
- 12b
- 12c
- 13a

Computing
- 18a
- 18b
- 18c
- 20b
- 21b
- 21c
- 21d
- 21f
- 21g
- 21h
- 22c
- 22d
- 22e

SURVEY RESULTS

ACTUAL RESPONSES

BUSPERSON (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences		1		1	
b. incomplete sentences		1		1	
c. abbreviations			1		1
d. correct spelling and punctuation			1		1
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets		1		1	
b. requisitions		1		1	
c. work orders		1		1	
d. inventory records		1		1	
e. purchase orders		1		1	
f. other					
3. The ability to write messages to:					
a. co-workers				2	
b. customers		1			1
c. supervisors				2	
4. The ability to compose:					
a. notes		1		1	
b. outlines		1		1	
c. memos		1		1	
d. letters		1		1	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors					2
b. customers					2
c. co-workers					2
6. The ability to hear and interpret:					
a. equipment noises			2		
b. engine noises					
c. other	1		1		
7. The ability to interpret oral descriptions of problems from:					
a. supervisors			1		1
b. customers			1		1
c. other					

SURVEY RESULTS
ACTUAL RESPONSES
BUSPERSON (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts		1		1	
b. recollection of details					2
c. determining its usefulness		1			1
9. The ability to comprehend and be open to:					
a. suggestions					2
b. criticisms					2
C. READING					
10. The ability to read and follow directions from:					
a. manuals					2
b. guides					2
c. other					
11. The ability to read and understand:					
a. technical references		2			
b. catalogs		2			
c. flow charts/tables/illustrations		1		1	
d. equipment manuals		1		1	
e. safety codes				1	1
f. abbreviations (i.e. food orders)				1	1
g. other					
12. The ability to understand work forms as:					
a. repair orders		2			
b. estimates		2			
c. diagnostic reports		2			
d. requisitions		1	1		
e. invoices		1	1		
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties		2			
b. credit agreements (customer payment, etc.)		1		1	
c. employment contracts/agreements			1	1	
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					2
- customers					2
- co-workers					2
- supervisors					2
b. engaging in formal conversation with...					2
- customers					2
- co-workers					2
- supervisors					1
c. business-related conversations			1		1
d. non-business conversations				1	1

SURVEY RESULTS

ACTUAL RESPONSES

BUSPERSON (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies		1	1		
b. receive as well as relay information					2
c. explain procedures				1	1
d. report on work being done				1	1
e. provide instructions to perform job tasks				1	1
16. The ability to provide such requested information as:					
a. suggestions				1	1
b. referrals				2	
c. facts					2
d. explanations					2
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off			2		
b. addition and subtraction			1		1
c. multiplication			1		1
d. division without remainder (i.e. 25 - 5 = 5)			1		1
e. division with remainder (i.e. 25 - 6 = 4.166)			1		1
f. arranging objects/items in numerical order		1			1
g. counting by ones, twos, fives, tens, etc.		1			1
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)		1	1		
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)		1	1		
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)		1	1		
d. addition and subtraction			1	1	
e. multiplication and division			1	1	
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction			1	1	
b. multiplication and division			1	1	
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)		1	1		
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1		1		
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	1	1			
21. The ability to:					
a. use a calculator to perform arithmetic operations				2	
b. perform basic metric conversions involving weight, distance and volume	1	1			

SURVEY RESULTS

ACTUAL RESPONSES

BUSPERSON (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1	1			
d. determine object's weight, distance or volume in standard units	1	1			
e. put tools in order according to size		1	1		
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1	1			
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)		2			
h. estimate measures of varying length, time, dimension or weight	1	1			
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount		1			1
b. find the total cost of a part of a set		1	1		
c. find the total retail price		2			
d. write up a bill with wholesale and retail cost		2			
e. find the cost of a job	1	1			
f. fill out a purchase order		1	1		
g. make change				1	1

23. The priority in hiring an employee is:
    a. experience = 0 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 1 employer
       (personal appearance) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

COUNTER PERSON

7 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening	**Computing**
5a	21b
5b	21c
5c	21f
7a	21h
7b	
9b	
Speaking	
15b	
15c	
15d	
15e	
16a	
Computing	
21a	
22g	

SURVEY RESULTS

ACTUAL RESPONSES

COUNTERPERSON (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	3	1	1	1	
b. incomplete sentences	2			2	1
c. abbreviations	3			1	1
d. correct spelling and punctuation	1	2		3	
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	2			2	1
b. requisitions	3			1	1
c. work orders	2			2	1
d. inventory records	1	1		2	2
e. purchase orders	2			2	1
f. other					
3. The ability to write messages to:					
a. co-workers	1				5
b. customers	4				2
c. supervisors	1	1		1	3
4. The ability to compose:					
a. notes	3			3	
b. outlines	4			2	
c. memos	4			1	1
d. letters	4			1	1
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				1	6
b. customers				1	6
c. co-workers				3	4
6. The ability to hear and interpret:					
a. equipment noises		1	2	1	2
b. engine noises	4	1			1
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				3	4
b. customers	1			1	5
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

COUNTERPERSON (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	2		3	1	1
b. recollection of details		1	1	3	2
c. determining its usefulness		2	1	3	1
9. The ability to comprehend and be open to:					
a. suggestions			2	1	4
b. criticisms			1	2	4
C. READING					
10. The ability to read and follow directions from:					
a. manuals	1	2		1	3
b. guides	3	1		1	2
c. other					
11. The ability to read and understand:					
a. technical references	2	1		2	1
b. catalogs	3	1	1		1
c. flow charts/tables/illustrations	2	2		1	1
d. equipment manuals	2	1	1	1	1
e. safety codes	1	1		1	2
f. abbreviations (i.e. food orders)	1		2	1	3
g. other					
12. The ability to understand work forms as:					
a. repair orders	4				1
b. estimates	4				1
c. diagnostic reports	4			1	
d. requisitions	3		1		1
e. invoices	3		1		1
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	5				1
b. credit agreements (customer payment, etc.)	4			1	1
c. employment contracts/agreements	4				2
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers			3	1	3
- co-workers			3	2	1
- supervisors		2	1	2	2
b. engaging in formal conversation with...					
- customers	1	1			4
- co-workers	1	2		1	2
- supervisors	2	1			3
c. business-related conversations		1	1	1	4
d. non-business conversations		1	3	1	1

SURVEY RESULTS

ACTUAL RESPONSES

COUNTERPERSON (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	2		1	2	2
b. receive as well as relay information				2	4
c. explain procedures			1	2	4
d. report on work being done			1	3	3
e. provide instructions to perform job tasks		1		3	3
16. The ability to provide such requested information as:					
a. suggestions				3	4
b. referrals	1	1	1	2	1
c. facts		1	2	1	2
d. explanations		1	1	3	2
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	1	1	1	2	
b. addition and subtraction			1	1	2
c. multiplication			1	1	2
d. division without remainder (i.e. 25 - 5 = 5)	1		1	2	
e. division with remainder (i.e. 25 - 6 = 4.166)	1		1	2	
f. arranging objects/items in numerical order	1		2	1	
g. counting by ones, twos, fives, tens, etc.			1	3	
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	1	1	1		
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	1	1	1		
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	1	1	1		
d. addition and subtraction	1	1			2
e. multiplication and division	1	1			1
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	1			2	1
b. multiplication and division	1	1		2	
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	2	2		1	
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	2	1		1	1
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	2	2		1	
21. The ability to:					
a. use a calculator to perform arithmetic operations				1	6
b. perform basic metric conversions involving weight, distance and volume	4	2			

SURVEY RESULTS

ACTUAL RESPONSES

COUNTERPERSON (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	4	2			
d. determine object's weight, distance or volume in standard units	2	1		1	2
e. put tools in order according to size	4	1	1		1
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	5	2			
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	2	1		1	3
h. estimate measures of varying length, time, dimension or weight	4	2		1	
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1		1	2	1
b. find the total cost of a part of a set	2	1		2	
c. find the total retail price	2			1	3
d. write up a bill with wholesale and retail cost	4				2
e. find the cost of a job	3				1
f. fill out a purchase order	2		1	1	1
g. make change					7

23. The priority in hiring an employee is:
    a. experience (3-6 months) = 1 employer
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (do honest days work) = 1 employer
       (ability to work with others) = 1 employer
       (appearance) = 1 employer
       (honest) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

FOOD PREP

7 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening	**None**
5a	
5c	
6a	
6b	
7a	
8b	
8c	
9a	
9b	
Reading	
11e	
11f	
Speaking	
14a (2)	
14c	
15b	
16a	
16c	
16d	
Computing	
17g	
21d	

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	3		2		
b. incomplete sentences	2		2		
c. abbreviations	1		2		2
d. correct spelling and punctuation			2	1	1
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets		2			2
b. requisitions			1	1	2
c. work orders	1	1		1	1
d. inventory records	1		1		2
e. purchase orders	1		2		1
f. other					
3. The ability to write messages to:					
a. co-workers	1			3	
b. customers	4				
c. supervisors			2	3	1
4. The ability to compose:					
a. notes		1	1	1	1
b. outlines	2	2			
c. memos	1	1	2		
d. letters	3			1	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors					7
b. customers	5				2
c. co-workers			1		6
6. The ability to hear and interpret:					
a. equipment noises					7
b. engine noises	1			3	3
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				1	6
b. customers	4				2
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	1		2	1	3
b. recollection of details	1			2	4
c. determining its usefulness			1	1	5
9. The ability to comprehend and be open to:					
a. suggestions				1	6
b. criticisms				1	6
C. READING					
10. The ability to read and follow directions from:					
a. manuals		1			5
b. guides		1			5
c. other					
11. The ability to read and understand:					
a. technical references	1	1	1	1	2
b. catalogs	4	1	1		
c. flow charts/tables/illustrations	1	1	1	1	2
d. equipment manuals	2		1	1	2
e. safety codes				2	4
f. abbreviations (i.e. food orders)					7
g. other					
12. The ability to understand work forms as:					
a. repair orders	4			1	
b. estimates	4			1	
c. diagnostic reports	3			1	
d. requisitions	3			1	
e. invoices	2			1	1
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	4				1
b. credit agreements (customer payment, etc.)	4				1
c. employment contracts/agreements	3				2
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	5				2
- co-workers			1	1	5
- supervisors			2		5
b. engaging in formal conversation with...					
- customers	4		1		
- co-workers	1		2	1	1
- supervisors			1		4
c. business-related conversations			1	1	5
d. non-business conversations	2		3	1	1

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	4			2	1
b. receive as well as relay information				2	5
c. explain procedures		1	1	1	4
d. report on work being done			2	1	4
e. provide instructions to perform job tasks			2	1	4
16. The ability to provide such requested information as:					
a. suggestions				4	3
b. referrals	2		4		1
c. facts				2	5
d. explanations			1	2	4
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	3			1	2
b. addition and subtraction	2			1	3
c. multiplication	1			1	3
d. division without remainder (i.e. 25 - 5 = 5)	1			1	3
e. division with remainder (i.e. 25 - 6 = 4.166)	1		1	1	2
f. arranging objects/items in numerical order	2			1	2
g. counting by ones, twos, fives, tens, etc.				2	4
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	2		2		
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	2	1	1		
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	2	1	1		
d. addition and subtraction	1			3	
e. multiplication and division	2	1		1	
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction		1	1	2	1
b. multiplication and division	1	1		1	1
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	2	1	1		
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1			1	2
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	2			1	1
21. The ability to:					
a. use a calculator to perform arithmetic operations	4			1	2
b. perform basic metric conversions involving weight, distance and volume	3			3	1

SURVEY RESULTS

ACTUAL RESPONSES

FOOD PREPARATION (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	3		1	2	1
d. determine object's weight, distance or volume in standard units			1	3	3
e. put tools in order according to size	3	1	1		2
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	3	1	1	1	1
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1		2	3	1
h. estimate measures of varying length, time, dimension or weight	1		2	1	3
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount				1	2
b. find the total cost of a part of a set	1				1
c. find the total retail price				1	2
d. write up a bill with wholesale and retail cost	2			1	
e. find the cost of a job	2			1	
f. fill out a purchase order	2			1	
g. make change	1				2

23. The priority in hiring an employee is:
    a. experience (3-4 months) = 1 employer
       (6-7 months) = 1 employer
       (1 year) = 1 employer
       (5 years) = 1 employer
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (vegetarian/appearance, personal habits) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

KITCHEN HELPER

5 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening	**Writing**
5a	1d
5c	3b
6a	
6b	**Reading**
7a	12b
8a	12c
8b	12d
9a	13a
9b	13b
Reading	**Computing**
10a	18b
10b	18c
11f	20a
	20b
Speaking	22a
14a (2)	22b
14a (3)	22c
15b	22d
15c	22e
	22f
	22g

SURVEY RESULTS

ACTUAL RESPONSES

KITCHEN HELPER (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	1	1	3		
b. incomplete sentences			3		1
c. abbreviations			1	2	1
d. correct spelling and punctuation	1	3			
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets		2			2
b. requisitions	1	1		2	
c. work orders	1	1		2	
d. inventory records	1	1		1	1
e. purchase orders	1	1	1	1	
f. other					
3. The ability to write messages to:					
a. co-workers			4	1	
b. customers	2	2	1		
c. supervisors			2	1	2
4. The ability to compose:					
a. notes	1	1		1	1
b. outlines	2	1		1	
c. memos	1	1	1	1	
d. letters	1	2	1		
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors					5
b. customers			3		2
c. co-workers				2	3
6. The ability to hear and interpret:					
a. equipment noises	1			3	1
b. engine noises	1			3	1
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				3	2
b. customers	1	1	1	2	
c. other			1		

SURVEY RESULTS

ACTUAL RESPONSES

KITCHEN HELPER (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts				4	1
b. recollection of details				2	3
c. determining its usefulness	1		1	3	
9. The ability to comprehend and be open to:					
a. suggestions				1	4
b. criticisms				2	3
C. READING					
10. The ability to read and follow directions from:					
a. manuals				2	3
b. guides				3	2
c. other					
11. The ability to read and understand:					
a. technical references			2	2	1
b. catalogs	2	1	1	1	
c. flow charts/tables/illustrations	1	2	1	1	
d. equipment manuals	1	1		2	1
e. safety codes	1		1	2	1
f. abbreviations (i.e. food orders)				1	4
g. other					
12. The ability to understand work forms as:					
a. repair orders	2	1		1	
b. estimates	5				
c. diagnostic reports	4	1			
d. requisitions	3	1		1	
e. invoices	2	1	1	1	
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	5				
b. credit agreements (customer payment, etc.)	5				
c. employment contracts/agreements	3		1		1
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	1	1		2	1
- co-workers			1	3	1
- supervisors				4	1
b. engaging in formal conversation with...					
- customers	1	1	1	1	1
- co-workers	1		1	2	1
- supervisors	1		1	2	1
c. business-related conversations	2		1	1	1
d. non-business conversations	2		1	1	

SURVEY RESULTS
ACTUAL RESPONSES
KITCHEN HELPER (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	2	1		1	1
b. receive as well as relay information			1	2	2
c. explain procedures			1	3	1
d. report on work being done		3		2	
e. provide instructions to perform job tasks		2	1	2	
16. The ability to provide such requested information as:					
a. suggestions			5		
b. referrals			5		
c. facts			2	2	1
d. explanations			3	2	
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	2		2	1	
b. addition and subtraction	1		2	2	
c. multiplication	1	1	2	1	
d. division without remainder (i.e. 25 - 5 = 5)	1	1	3		
e. division with remainder (i.e. 25 - 6 = 4.166)	1	2	2		
f. arranging objects/items in numerical order	1		3		1
g. counting by ones, twos, fives, tens, etc.	2		2	1	
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	2	1	1	1	
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	2	2		1	
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	2	2		1	
d. addition and subtraction	2	1		2	
e. multiplication and division	2	1		2	
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	2	1	2		
b. multiplication and division	2	1	2		
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	2	1	2		
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	2	3			
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	2	2	1		
21. The ability to:					
a. use a calculator to perform arithmetic operations	2	1	2		
b. perform basic metric conversions involving weight, distance and volume	1		4		

SURVEY RESULTS

ACTUAL RESPONSES

KITCHEN HELPER (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1	2	2		
d. determine object's weight, distance or volume in standard units			2	1	2
e. put tools in order according to size	2	1	2		
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	2		3		
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	2	1	2		
h. estimate measures of varying length, time, dimension or weight	1		3		1
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	3	1	1		
b. find the total cost of a part of a set	3	1	1		
c. find the total retail price	3	1	1		
d. write up a bill with wholesale and retail cost	3	2			
e. find the cost of a job	3	1	1		
f. fill out a purchase order	3	1	1		
g. make change	3	2			

23. The priority in hiring an employee is:
    a. experience (1 year) = 1 employer
       (2 years) = 1 employer
       (3 years) = 1 employer
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 1 employer
       (personality) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

PANTRY WORKER

2 Employers

"Important" Competencies (75%+)

Listening
- 5a
- 9a
- 9b

Speaking
- 14a (2)
- 14a (3)
- 14b (2)
- 14b (3)
- 15d

"Not Important" Competencies (75%+)

Writing
- 1b

Reading
- 13a
- 13b
- 13c

Computing
- 18a
- 18b
- 21b
- 21c

SURVEY RESULTS

ACTUAL RESPONSES

PANTRY WORKER (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	1				1
b. incomplete sentences	1	1			
c. abbreviations	1		1		
d. correct spelling and punctuation	1			1	
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	1			1	
b. requisitions	1			1	
c. work orders	1			1	
d. inventory records	1				1
e. purchase orders	1				1
f. other					
3. The ability to write messages to:					
a. co-workers	1			1	
b. customers	1				1
c. supervisors	1			1	
4. The ability to compose:					
a. notes	1			1	
b. outlines	1			1	
c. memos	1			1	
d. letters	1			1	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors				1	1
b. customers	1				1
c. co-workers			1		1
6. The ability to hear and interpret:					
a. equipment noises			2		
b. engine noises	1		1		
c. other			1		
7. The ability to interpret oral descriptions of problems from:					
a. supervisors			1		1
b. customers	1				1
c. other					

SURVEY RESULTS

ACTUAL RESPONSES

PANTRY WORKER (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts		1	1		
b. recollection of details			1	1	
c. determining its usefulness	1			1	
9. The ability to comprehend and be open to:					
a. suggestions				1	1
b. criticisms					2
C. READING					
10. The ability to read and follow directions from:					
a. manuals	1				1
b. guides	1				1
c. other				1	
11. The ability to read and understand:					
a. technical references	1		1		
b. catalogs	1		1		
c. flow charts/tables/illustrations	1		1		
d. equipment manuals	1			1	
e. safety codes			1		1
f. abbreviations (i.e. food orders)	1			1	
g. other					
12. The ability to understand work forms as:					
a. repair orders	1			1	
b. estimates	1			1	
c. diagnostic reports	1			1	
d. requisitions	1			1	
e. invoices	1			1	
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	1	1			
b. credit agreements (customer payment, etc.)	1	1			
c. employment contracts/agreements	1	1			
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	1				1
- co-workers				1	1
- supervisors					2
b. engaging in formal conversation with...					
- customers	1				1
- co-workers				1	1
- supervisors					2
c. business-related conversations	1				1
d. non-business conversations			1	1	

SURVEY RESULTS

ACTUAL RESPONSES

PANTRY WORKER (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	1				1
b. receive as well as relay information	1				1
c. explain procedures			1		1
d. report on work being done				1	1
e. provide instructions to perform job tasks				1	1
16. The ability to provide such requested information as:					
a. suggestions	1			1	
b. referrals		1	1		
c. facts		1			1
d. explanations		1			1
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	1				1
b. addition and subtraction	1				1
c. multiplication	1				1
d. division without remainder (i.e. 25 - 5 = 5)	1				1
e. division with remainder (i.e. 25 - 6 = 4.166)	1				1
f. arranging objects/items in numerical order	1				1
g. counting by ones, twos, fives, tens, etc.	1				1
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	1	1			
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	1	1			
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	1		1		
d. addition and subtraction	1				1
e. multiplication and division	1				1
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	1				1
b. multiplication and division	1				1
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	1				1
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1				1
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	1				1
21. The ability to:					
a. use a calculator to perform arithmetic operations	1			1	
b. perform basic metric conversions involving weight, distance and volume	2				

SURVEY RESULTS

ACTUAL RESPONSES

PANTRY WORKER (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	2				
d. determine object's weight, distance or volume in standard units	1				1
e. put tools in order according to size	1		1		
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1				1
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1		1		
h. estimate measures of varying length, time, dimension or weight	1			1	
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1				1
b. find the total cost of a part of a set	1				1
c. find the total retail price	1				1
d. write up a bill with wholesale and retail cost	1				1
e. find the cost of a job	1				1
f. fill out a purchase order	1				1
g. make change	1				1

23. The priority in hiring an employee is:
    a. experience = 0 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 2 employers

SURVEY RESULTS
HIGHLIGHTED COMPETENCIES
SHORT ORDER COOK
3 Employers

"Important" Competencies (75%+)	"Not Important" Competencies (75%+)
Listening	**Writing**
5a	1b
5b	1c
5c	3b
7a	4b
9a	
9b	**Computing**
	21e
Reading	21f
10b	
11e	
11f	
Speaking	
15c	
15d	
16c	
16d	

SURVEY RESULTS
ACTUAL RESPONSES
SHORT ORDER COOK (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	2				1
b. incomplete sentences	3				
c. abbreviations	1	2			
d. correct spelling and punctuation	2			1	
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	2				1
b. requisitions	2				1
c. work orders	2				1
d. inventory records	1		1		1
e. purchase orders	2				1
f. other					
3. The ability to write messages to:					
a. co-workers		1	1		1
b. customers	3				
c. supervisors	1		1		1
4. The ability to compose:					
a. notes	2				1
b. outlines	2	1			
c. memos	2		1		
d. letters	2			1	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors					3
b. customers					3
c. co-workers					3
6. The ability to hear and interpret:					
a. equipment noises	1			1	1
b. engine noises	1			1	1
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				1	2
b. customers		1	1		1
c. other			1		

SURVEY RESULTS

ACTUAL RESPONSES

SHORT ORDER COOK (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	1			1	1
b. recollection of details	1			1	1
c. determining its usefulness	2				1
9. The ability to comprehend and be open to:					
a. suggestions					3
b. criticisms					3
C. READING					
10. The ability to read and follow directions from:					
a. manuals			1		2
b. guides				1	2
c. other				1	
11. The ability to read and understand:					
a. technical references	1		1		1
b. catalogs	2				1
c. flow charts/tables/illustrations	2				1
d. equipment manuals	1				2
e. safety codes				1	2
f. abbreviations (i.e. food orders)					3
g. other					
12. The ability to understand work forms as:					
a. repair orders	2			1	
b. estimates	2			1	
c. diagnostic reports	2			1	
d. requisitions	2				1
e. invoices	2				1
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	2		1		
b. credit agreements (customer payment, etc.)	2		1		
c. employment contracts/agreements	1		1	1	
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers	1			1	1
- co-workers			1	1	1
- supervisors			1	1	1
b. engaging in formal conversation with...					
- customers	1				2
- co-workers	1				2
- supervisors	1				2
c. business-related conversations	1				2
d. non-business conversations	1		2		

SURVEY RESULTS

ACTUAL RESPONSES

SHORT ORDER COOK (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	2			1	
b. receive as well as relay information	1			1	1
c. explain procedures				2	1
d. report on work being done	1			1	1
e. provide instructions to perform job tasks				2	1
16. The ability to provide such requested information as:					
a. suggestions			1		2
b. referrals			1		2
c. facts				1	2
d. explanations				1	2
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off	2		1		
b. addition and subtraction	1		1	1	
c. multiplication	2		1		
d. division without remainder (i.e. 25 - 5 = 5)	2		1		
e. division with remainder (i.e. 25 - 6 = 4.166)	2		1		
f. arranging objects/items in numerical order	1		1	1	
g. counting by ones, twos, fives, tens, etc.	2		1		
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	1	1			
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	1	1			
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	1	1			
d. addition and subtraction	1	1			
e. multiplication and division	1	1			
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction	1	1			
b. multiplication and division	1	1			
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	1	1			
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)	1	1			
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	1	1			
21. The ability to:					
a. use a calculator to perform arithmetic operations	1	1			
b. perform basic metric conversions involving weight, distance and volume	1	1			

SURVEY RESULTS

ACTUAL RESPONSES

SHORT ORDER COOK (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1	1			
d. determine object's weight, distance or volume in standard units		1			2
e. put tools in order according to size	2	1			
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	2	1			
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1	1		1	
h. estimate measures of varying length, time, dimension or weight	1	1		1	
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount	1		1		
b. find the total cost of a part of a set	1		1		
c. find the total retail price	1		1		
d. write up a bill with wholesale and retail cost	1		1		
e. find the cost of a job	1		1		
f. fill out a purchase order	1		1		
g. make change	1				

23. The priority in hiring an employee is:
    a. experience = 0 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

WAITER/WAITRESS

4 Employers

"Important" Competencies (75%+)

Writing
- 1c
- 3b

Listening
- 5a
- 5b
- 5c
- 6a
- 7a
- 7b
- 8a
- 8b
- 8c
- 9a
- 9b

Reading
- 10a
- 10b
- 11e
- 11f

Speaking
- 14a (2)
- 14a (3)
- 14b (1)
- 14c
- 15a
- 15b
- 15c
- 15d
- 15e
- 16a
- 16c
- 16d

Computing
- 17a
- 17b
- 17c
- 17d
- 19a
- 19b
- 21a
- 22a
- 22d
- 22g

"Not Important" Competencies (75%+)

Writing
- 1a
- 1b
- 2a
- 2b
- 2e
- 4b

Reading
- 13a

Computing
- 21c
- 21d
- 21e

SURVEY RESULTS
ACTUAL RESPONSES
WAITER/WAITRESS (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences	2	1		1	
b. incomplete sentences	1	1	1		
c. abbreviations				1	3
d. correct spelling and punctuation	1	1	1		1
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	2	1		1	
b. requisitions	3				1
c. work orders	2		1		1
d. inventory records	2				2
e. purchase orders	3				1
f. other					
3. The ability to write messages to:					
a. co-workers	1		1		2
b. customers	1				3
c. supervisors	1		1		2
4. The ability to compose:					
a. notes	1	1		1	
b. outlines	2	1			
c. memos	1	1		1	
d. letters	1	1		1	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors					4
b. customers					4
c. co-workers					4
6. The ability to hear and interpret:					
a. equipment noises			1		3
b. engine noises	2				1
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors					4
b. customers					4
c. other					2

SURVEY RESULTS

ACTUAL RESPONSES

WAITER/WAITRESS (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts			1	1	2
b. recollection of details				1	3
c. determining its usefulness				1	3
9. The ability to comprehend and be open to:					
a. suggestions					4
b. criticisms					4
C. READING					
10. The ability to read and follow directions from:					
a. manuals				2	1
b. guides				2	1
c. other					
11. The ability to read and understand:					
a. technical references			2		1
b. catalogs	1	1	1	1	
c. flow charts/tables/illustrations	1			1	1
d. equipment manuals	1		1		1
e. safety codes				1	2
f. abbreviations (i.e. food orders)					4
g. other					
12. The ability to understand work forms as:					
a. repair orders		1	1		
b. estimates	1			1	
c. diagnostic reports	1		1		
d. requisitions	1				
e. invoices	1				
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	3				
b. credit agreements (customer payment, etc.)	1		1		1
c. employment contracts/agreements	1			1	1
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers				1	3
- co-workers				2	2
- supervisors				1	3
b. engaging in formal conversation with...					
- customers				1	2
- co-workers			1	1	1
- supervisors			1		2
c. business-related conversations				1	3
d. non-business conversations			2	1	1

SURVEY RESULTS

ACTUAL RESPONSES

WAITER/WAITRESS (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies	1				3
b. receive as well as relay information					4
c. explain procedures			1	1	2
d. report on work being done	1				3
e. provide instructions to perform job tasks				2	2
16. The ability to provide such requested information as:					
a. suggestions			1		3
b. referrals	1		2		1
c. facts			1		3
d. explanations			1		3
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off				1	2
b. addition and subtraction					3
c. multiplication					3
d. division without remainder (i.e. 25 - 5 = 5)					3
e. division with remainder (i.e. 25 - 6 = 4.166)	1			1	1
f. arranging objects/items in numerical order		1			2
g. counting by ones, twos, fives, tens, etc.			1		2
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	1		1	1	
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	1		1	1	
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	1		1	1	
d. addition and subtraction	1		1		1
e. multiplication and division	1		1		1
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction				1	2
b. multiplication and division				1	2
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)	1	1			1
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)		1			2
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)	1	1			1
21. The ability to:					
a. use a calculator to perform arithmetic operations				1	2
b. perform basic metric conversions involving weight, distance and volume	1	1	1		

SURVEY RESULTS

ACTUAL RESPONSES

WAITER/WAITRESS (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	1	2			
d. determine object's weight, distance or volume in standard units	1	2			
e. put tools in order according to size	2	1			
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1	1		1	
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)	1	1			1
h. estimate measures of varying length, time, dimension or weight		1	1		1
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount					3
b. find the total cost of a part of a set	1				2
c. find the total retail price		1			2
d. write up a bill with wholesale and retail cost				1	2
e. find the cost of a job	1	1			1
f. fill out a purchase order	1				2
g. make change					3

23. The priority in hiring an employee is:
    a. experience (6 months) = 0 employers
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (personality/appearance) = 1 employer
       (appearance/communication skills) = 1 employer

SURVEY RESULTS

HIGHLIGHTED COMPETENCIES

(LEFT BLANK)

3 Employers

"Important" Competencies (75%+)

Writing
- 2c
- 2d
- 2e
- 3c
- 4a
- 4b
- 4d

Listening
- 5b
- 5c
- 7a
- 7b
- 8b
- 8c
- 9a
- 9b

Reading
- 11e
- 12d
- 12e
- 13b
- 13c

Speaking
- 14a (1)
- 14a (2)
- 14a (3)
- 14b (1)
- 14b (2)
- 14b (3)
- 14c
- 15c
- 15d
- 15e
- 16a
- 16b
- 16c
- 16d

Computing
- 17b
- 22g

"Not Important" Competencies (75%+)

Computing
- 18b
- 18c

SURVEY RESULTS

ACTUAL RESPONSES

(LEFT BLANK) (a)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
A. WRITING					
1. The ability to write work reports using:					
a. complete sentences		1	2		
b. incomplete sentences			3		
c. abbreviations			1	1	1
d. correct spelling and punctuation			1	1	1
e. other					
2. The ability to completely and accurately fill out:					
a. inspection sheets	1			1	1
b. requisitions	1			1	1
c. work orders				3	
d. inventory records					3
e. purchase orders				1	2
f. other					
3. The ability to write messages to:					
a. co-workers		1		1	1
b. customers		1		1	1
c. supervisors				1	2
4. The ability to compose:					
a. notes				3	
b. outlines				3	
c. memos			1	2	
d. letters				3	
e. other					
B. LISTENING					
5. The ability to follow and carry out oral directions from:					
a. supervisors			1		2
b. customers					3
c. co-workers				2	1
6. The ability to hear and interpret:					
a. equipment noises			1	2	
b. engine noises			1	2	
c. other					
7. The ability to interpret oral descriptions of problems from:					
a. supervisors				1	2
b. customers					3
c. other					

SURVEY RESULTS
ACTUAL RESPONSES
(LEFT BLANK) (b)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
8. The ability to understand messages received in terms of:					
a. technical concepts	1			1	1
b. recollection of details				1	2
c. determining its usefulness				1	2
9. The ability to comprehend and be open to:					
a. suggestions				1	2
b. criticisms					3
C. READING					
10. The ability to read and follow directions from:					
a. manuals			1	1	1
b. guides			1	1	1
c. other					
11. The ability to read and understand:					
a. technical references	1			1	1
b. catalogs			1	1	1
c. flow charts/tables/illustrations			2		1
d. equipment manuals		1	1		1
e. safety codes				1	2
f. abbreviations (i.e. food orders)			1		2
g. other					
12. The ability to understand work forms as:					
a. repair orders			1	1	1
b. estimates			1	1	1
c. diagnostic reports		1		2	
d. requisitions				3	
e. invoices				1	2
f. other					
13. The ability to understand legal forms/documents such as:					
a. warranties	1			2	
b. credit agreements (customer payment, etc.)				1	2
c. employment contracts/agreements				1	2
d. other					
D. SPEAKING					
14. The ability to perform such interpersonal skills as:					
a. engaging in informal conversation with...					
- customers					3
- co-workers					3
- supervisors					3
b. engaging in formal conversation with...					3
- customers					3
- co-workers					3
- supervisors					3
c. business-related conversations				1	2
d. non-business conversations		1	1	1	

SURVEY RESULTS

ACTUAL RESPONSES

(LEFT BLANK) (c)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
15. The ability to:					
a. order supplies			1		2
b. receive as well as relay information			1		2
c. explain procedures				1	2
d. report on work being done				1	2
e. provide instructions to perform job tasks				1	2
16. The ability to provide such requested information as:					
a. suggestions				2	1
b. referrals				2	1
c. facts				1	2
d. explanations				1	2
e. other					
E. COMPUTING					
17. The ability to perform such calculations on whole numbers as:					
a. rounding off			2	1	
b. addition and subtraction				1	2
c. multiplication		1		1	1
d. division without remainder (i.e. 25 - 5 = 5)	1		1	1	
e. division with remainder (i.e. 25 - 6 = 4.166)	1		1	1	
f. arranging objects/items in numerical order		1		2	
g. counting by ones, twos, fives, tens, etc.			1	1	1
h. other					
18. The ability to perform such calculations on fractions as:					
a. reducing fractions to lowest terms (i.e. 6/8 = 3/4)	1		2		
b. changing improper fractions to mixed or whole numbers and vice-versa (i.e. 8/5 = 1 3/5)	1	2			
c. finding the common denominators (i.e. 2/5 - 1/2 = 4/10 - 5/10)	1	2			
d. addition and subtraction			2		1
e. multiplication and division			3		
19. The ability to perform such calculations on decimals as:					
a. addition and subtraction		2	1		
b. multiplication and division		1	2		
c. interchanging decimals with mixed numbers or fractions (i.e. 1.5 = 1 1/2)		2	1		
20. The ability to perform such calculations on percentages as:					
a. find the percent of a number (i.e. 4 out of 16 = 25%)		1	1	1	
b. interchange percentages with decimals, fractions or mixed numbers (i.e. 4/5 = 80%; .9 = 90%)		2		1	
21. The ability to:					
a. use a calculator to perform arithmetic operations		1		1	1
b. perform basic metric conversions involving weight, distance and volume	2			1	

SURVEY RESULTS

ACTUAL RESPONSES

(LEFT BLANK) (d)

	Not Important At All	Not Important	Somewhat Important	Important	Very Important
E. COMPUTING					
21. The ability to: (continued)					
c. determine object's weight, distance or volume in metric units	2			1	
d. determine object's weight, distance or volume in standard units	1			2	
e. put tools in order according to size	2		1		
f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems	1		2		
g. match numerals with word names (i.e. three fourths = 3/4; two thousand eight = 2,008)		1	1	1	
h. estimate measures of varying length, time, dimension or weight	2		1		
22. The ability to understand monetary transactions in order to:					
a. find the total cost of a purchase with a discount		1	1		1
b. find the total cost of a part of a set	1	1	1		
c. find the total retail price	1			1	1
d. write up a bill with wholesale and retail cost	1			1	1
e. find the cost of a job	1			1	1
f. fill out a purchase order	1			1	1
g. make change				1	2

23. The priority in hiring an employee is:
    a. experience (6 months) = 1 employer
    b. certificate = 0 employers
    c. AA degree = 0 employers
    d. other (attitude) = 1 employer

Resource Listing

MATRIX

A matrix has been developed for each competency area. The resources and corresponding bibliography numbers are listed in the column headings. The competencies are listed in the row headings.

To use the matrix, choose a competency and scan across the adjoining row for any identified resource. Specific page numbers are listed. Kits and filmstrips are listed as "K" and "F", respectively.

For further information, refer to the individual resource listing on pages 88-106, or the bibliography on pages 108-110.

WRITING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

	Waiakea H.S. PIP	Vocational Reading Skills	Job Writing Skills	Writing in Voc. Ed	Food Serv. Skills and Equip.	Speaking/Listening in Voc. Ed	Math Principles for Food Serv.	Speaking Up at Work	English on the Job	Reading Improvement in Voc. Ed	Automotive Shop Safety Kit	Health/Safety Guide for Auto Repair	Speaking on the Job	Math in Voc. Ed.	Computational Skills in Math	Menu-Math Addition, Subtraction	Solving Math Word Problems	Reading in Vocational Classroom	Life Skills Attitudes	Food Serv. Competencies
BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1a. The ability to write work reports using complete sentences	78c-78d			20-24																
1b. The ability to write work reports using incomplete sentences			K																	
1c. The ability to write work reports using abbreviations			K																	
1d. The ability to write work reports using correct spelling and punctuation	78c-78d																	23-27/ 42, 83		
1e. The ability to write work reports using (other) _____			K																	
2a. The ability to completely and accurately fill out inspection sheets			K																	
2b. The ability to completely and accurately fill out requisitions					F															
2c. The ability to completely and accurately fill out work orders		86-87							142-146											
2d. The ability to completely and accurately fill out inventory records					F															118
2e. The ability to completely and accurately fill out purchase orders					F															112-115/ 120-121
2f. The ability to completely and accurately fill out (other) _____			K																	
3a. The ability to write messages to co-workers				51-52																
3b. The ability to write messages to customers																				
3c. The ability to write messages to supervisors				51-52																
4a. The ability to compose notes				107-112																
4b. The ability to compose outlines			K																	
4c. The ability to compose memos			K																	
4d. The ability to compose letters				91-93/ 103																
4e. The ability to compose (other) _____			K																	

continued on next page

WRITING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Mngmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
1a. The ability to write work reports using complete sentences																			
1b. The ability to write work reports using incomplete sentences																			
1c. The ability to write work reports using abbreviations																			
1d. The ability to write work reports using correct spelling and punctuation																			
1e. The ability to write work reports using (other) _____															79-100				
2a. The ability to completely and accurately fill out inspection sheets																			
2b. The ability to completely and accurately fill out requisitions																			
2c. The ability to completely and accurately fill out work orders				44-45				99-101											
2d. The ability to completely and accurately fill out inventory records																			
2e. The ability to completely and accurately fill out purchase orders					113-153			102-104											
2f. The ability to completely and accurately fill out (other) _____													42-44						
3a. The ability to write messages to co-workers													45-47						
3b. The ability to write messages to customers													45-47						
3c. The ability to write messages to supervisors													45-47						
4a. The ability to compose notes																			
4b. The ability to compose outlines																			
4c. The ability to compose memos													25-28						
4d. The ability to compose letters																			
4e. The ability to compose (other) _____																			

LISTENING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

	Waiaha H.S. PIP	Vocational Reading Skills	Job Writing Skills	Writing in Voc. Ed	Food Serv. Skills and Equip.	Speaking/Listening in Voc. Ed	Math Principles for Food Serv.	Speaking Up at Work	English on the Job	Reading Improvement in Voc. Ed	Automotive Shop Safety Kit	Health/Safety Guide for Auto Repair	Speaking on the Job	Math in Voc. Ed.	Computational Skills in Math	Menu-Math Addition, Subtraction	Solving Math Word Problems	Reading in Vocational Classroom	Life Skills Attitudes	Food Serv. Competencies
BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
5a. The ability to follow and carry out oral directions from supervisors								K											49	158-161
5b. The ability to follow and carry out oral directions from customers					F			K											49	158-161
5c. The ability to follow and carry out oral directions from co-workers								K											49	158-161
6a. The ability to hear and interpret equipment noises																				
6b. The ability to hear and interpret engine noises																				
6c. The ability to hear and interpret (other) _____																				
7a. The ability to interpret oral descriptions of problems from supervisors								K											49	158-161
7b. The ability to interpret oral descriptions of problems from customers						106		K											49	158-161
7c. The ability to interpret oral descriptions of problems from (other) _____								K											49	158-161
8a. The ability to understand messages received in terms of technical concepts						91-93 96-98													49	158-161
8b. The ability to understand messages received in terms of recollection of details																			49	158-161
8c. The ability to understand messages received in terms of determining its usefulness						91-93 96-98													49	158-161
9a. The ability to comprehend and be open to suggestions								K											49	158-161
9b. The ability to comprehend and be open to criticisms								K											49	158-161

continued on next page

LISTENING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Mngmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
5a. The ability to follow and carry out oral directions from supervisors						K													
5b. The ability to follow and carry out oral directions from customers						K													
5c. The ability to follow and carry out oral directions from co-workers						K													
6a. The ability to hear and interpret equipment noises																			
6b. The ability to hear and interpret engine noises																			
6c. The ability to hear and interpret (other) _____																			
7a. The ability to interpret oral descriptions of problems from supervisors																			
7b. The ability to interpret oral descriptions of problems from customers																			
7c. The ability to interpret oral descriptions of problems from (other) _____																			
8a. The ability to understand messages received in terms of technical concepts						K													
8b. The ability to understand messages received in terms of recollection of details																			
8c. The ability to understand messages received in terms of determining its usefulness						K													
9a. The ability to comprehend and be open to suggestions																			
9b. The ability to comprehend and be open to criticisms																			

READING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	Waialua H.S. PIP	*Vocational Reading Skills*	*Job Writing Skills*	*Writing in Voc. Ed*	*Food Serv. Skills and Equip.*	*Speaking/Listening in Voc. Ed*	*Math Principles for Food Serv.*	*Speaking Up at Work*	*English on the Job*	*Reading Improvement in Voc. Ed*	*Automotive Shop Safety Kit*	*Health/Safety Guide for Auto Repair*	*Speaking on the Job*	*Math in Voc. Ed.*	*Computational Skills in Math*	*Menu-Math Addition, Subtraction*	*Solving Math Word Problems*	*Reading in Vocational Classroom*	*Life Skills Attitudes*	*Food Serv. Competencies*
10a. The ability to read and follow directions from manuals																				
10b. The ability to read and follow directions from guides																				
10c. The ability to read and follow directions from (others) _____																				
11a. The ability to read and understand technical references																				
11b. The ability to read and understand catalogs		80-89																		
11c. The ability to read and understand flow charts/tables/ illustrations																				
11d. The ability to read and understand equipment manuals																				
11e. The ability to read and understand safety codes					F						K	K								
11f. The ability to read and understand abbreviations (i.e. food orders)										29										
11g. The ability to read and understand (other) _____					F															59
12a. The ability to understand work forms as repair orders		86-87																		
12b. The ability to understand work forms as estimates		85																		
12c. The ability to understand work forms as diagnostic reports																				
12d. The ability to understand work forms as requisitions					F															
12e. The ability to understand work forms as invoices																				
12f. The ability to understand work forms as (others) _____																				
13a. The ability to understand legal forms/documents such as warranties																				
13b. The ability to understand legal forms/documents such as credit agreements (customer payment, etc.)																				
13c. The ability to understand legal forms/documents such as employment contracts/agreements																				
13d. The ability to understand legal forms/documents such as (other) _____																				

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READING

KEY:
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RESOURCE	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Mngmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
10a. The ability to read and follow directions from manuals												263-270							
10b. The ability to read and follow directions from guides																			
10c. The ability to read and follow directions from (others) _____																			
11a. The ability to read and understand technical references												263-270							
11b. The ability to read and understand catalogs																			
11c. The ability to read and understand flow charts/tables/illustrations												263-270					86-97		
11d. The ability to read and understand equipment manuals												263-270							
11e. The ability to read and understand safety codes					179-216										Ch. 2				
11f. The ability to read and understand abbreviations (i.e. food orders)																			
11g. The ability to read and understand (other) _____																			
12a. The ability to understand work forms as repair orders				44-45				96											
12b. The ability to understand work forms as estimates	10-15																		
12c. The ability to understand work forms as diagnostic reports																			
12d. The ability to understand work forms as requisitions								102-105											
12e. The ability to understand work forms as invoices								106-109									95-105		
12f. The ability to understand work forms as (others) _____								95-98											
13a. The ability to understand legal forms/documents such as warranties													119						
13b. The ability to understand legal forms/documents such as credit agreements (customer payment, etc.)																			
13c. The ability to understand legal forms/documents such as employment contracts/agreements								33-43						24-42					
13d. The ability to understand legal forms/documents such as (other) _____																			

SPEAKING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE	Waiaha H.S. PIP	Vocational Reading Skills	Job Writing Skills	Writing in Voc. Ed	Food Serv. Skills and Equip.	Speaking/Listening in Voc. Ed	Math Principles for Food Serv.	Speaking Up at Work	English on the Job	Reading Improvement in Voc. Ed	Automotive Shop Safety Kit	Health/Safety Guide for Auto Repair	Speaking on the Job	Math in Voc. Ed.	Computational Skills in Math	Mens-Math Addition, Subtraction	Solving Math Word Problems	Reading in Vocational Classroom	Life Skills Attitudes	Food Serv. Competencies
BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
14a. The ability to perform such interpersonal skills as engaging in informal conversation with customers					F			K					K						72-87	30-41
The ability to perform such interpersonal skills as engaging in informal conversation with co-workers					F			K					K						72-87	30-41
The ability to perform such interpersonal skills as engaging in informal conversation with supervisors					F			K					K						72-87	30-41
14b. The ability to perform such interpersonal skills as engaging in formal conversation with customers						56-58							K							
The ability to perform such interpersonal skills as engaging in formal conversation with co-workers						56-58							K							
The ability to perform such interpersonal skills as engaging in formal conversation with supervisors						56-58							K							
14c. The ability to perform such interpersonal skills as business-related conversations						56-58							K							
14d. The ability to perform such interpersonal skills as non-business conversations													K							
15a. The ability to order supplies																				30-41/ 158-161
15b. The ability to receive as well as relay information								K												30-41/ 158-161
15c. The ability to explain procedures								K												30-41/ 158-161
15d. The ability to report on work being done								K												30-41/ 158-161
15e. Ability to provide instructions to perform job tasks								K												30-41/ 158-161
16a. The ability to provide such requested information as suggestions								K											72-87	
16b. The ability to provide such requested information as referrals								K											72-87	
16c. The ability to provide such requested information as facts								K											72-87	
16d. The ability to provide such requested information as explanations								K											72-87	
16e. The ability to provide such requested information as (other) _____																				

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SPEAKING

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Mngmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
14a. The ability to perform such interpersonal skills as engaging in informal conversation with customers		33-42			V. 1, V.2														
The ability to perform such interpersonal skills as engaging in informal conversation with co-workers		33-42			V. 1, V.2														
The ability to perform such interpersonal skills as engaging in informal conversation with supervisors		33-42			V. 1, V.2														
14b. The ability to perform such interpersonal skills as engaging in formal conversation with customers		33-42			107-131														
The ability to perform such interpersonal skills as engaging in formal conversation with co-workers		33-42			107-131														
The ability to perform such interpersonal skills as engaging in formal conversation with supervisors		33-42			107-131														
14c. The ability to perform such interpersonal skills as business-related conversations		33-42			107-131														
14d. The ability to perform such interpersonal skills as non-business conversations		33-42			107-131														
15a. The ability to order supplies																			
15b. The ability to receive as well as relay information																			
15c. The ability to explain procedures																			
15d. The ability to report on work being done																			
15e. Ability to provide instructions to perform job tasks																			
16a. The ability to provide such requested information as suggestions					231-261														
16b. The ability to provide such requested information as referrals					231-261														
16c. The ability to provide such requested information as facts					231-261														
16d. The ability to provide such requested information as explanations					231-261														
16e. The ability to provide such requested information as (other) _____																			

COMPUTING (1)

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE	Waialua H.S. PIP	Vocational Reading Skills	Job Writing Skills	Writing in Voc. Ed	Food Serv. Skills and Equip.	Speaking/Listening in Voc. Ed	Math Principles for Food Serv.	Speaking Up at Work	English on the Job	Reading Improvement in Voc. Ed	Automotive Shop Safety Kit	Health/Safety Guide for Auto Repair	Speaking on the Job	Math in Voc. Ed.	Computational Skills in Math	Menu-Math Addition, Subtraction	Solving Math Word Problems	Reading in Vocational Classroom	Life Skills Attitudes	Food Serv. Competencies
BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
17a. The ability to perform such calculations on whole numbers as rounding off															F					
17b. The ability to perform such calculations on whole numbers as addition and subtraction															F					
17c. The ability to perform such calculations on whole numbers as multiplication															F					
17d. The ability to perform such calculations on whole numbers as division w/o remainder (i.e. 25 ÷ 5 = 5)															F					
17e. The ability to perform such calculations on whole numbers as division w/remainder (i.e. 25 ÷ 6 = 4.166)															F					
17f. The ability to perform such calculations on whole numbers as arranging objects/items in numerical order																				
17g. The ability to perform such calculations on whole numbers as counting by ones, twos, fives, tens, etc.																				
17h. The ability to perform such calculations on whole numbers as (other) _____																				
18a. Ability to perform such calculations on fractions as reducing fractions to lowest terms (i.e. 6/8 = 3/4)														27-33	F					
18b. Ability to perform such calculations on fractions as changing improper fractions to mixed or whole numbers														27-33	F					
18c. Ability to perform such calculations on fractions as finding common denominations (i.e. 2/5 + 1/2 = 4/10 + 5/10)														27-33	F					
18d. Ability to perform such calculations on fractions as addition and subtraction														27-33	F					
18e. Ability to perform such calculations on fractions as mutiplication and division														27-33	F					
19a. Ability perform such calculations on decimals as addition and subtraction															F					
19b. Ability to perform such calculations on decimals as mutiplication and division															F					
19c. Ability to perform such calculations on decimals as interchanging decimals w/mixed numbers or fractions					F									34-35	F					

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COMPUTING (1)

KEY:
#-# = page numbers
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F = filmstrip

RESOURCE

	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Mngmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
17a. The ability to perform such calculations on whole numbers as rounding off									K										
17b. The ability to perform such calculations on whole numbers as addition and subtraction									K										
17c. The ability to perform such calculations on whole numbers as multiplication			K						K										
17d. The ability to perform such calculations on whole numbers as division w/o remainder (i.e. 25 ÷ 5 = 5)			K						K										
17e. The ability to perform such calculations on whole numbers as division w/remainder (i.e. 25 ÷ 6 = 4.166)									K										
17f. The ability to perform such calculations on whole numbers as arranging objects/items in numerical order																			
17g. The ability to perform such calculations on whole numbers as counting by ones, twos, fives, tens, etc.																			
17h. The ability to perform such calculations on whole numbers as (other) _____																			
18a. Ability to perform such calculations on fractions as reducing fractions to lowest terms (i.e. 6/8 = 3/4)			K						K		K								29-45
18b. Ability to perform such calculations on fractions as changing improper fractions to mixed or whole numbers			K						K		K								29-45
18c. Ability to perform such calculations on fractions as finding common denominations (i.e. 2/5 + 1/2 = 4/10 + 5/10)			K						K		K								29-45
18d. Ability to perform such calculations on fractions as addition and subtraction			K						K		K								29-45
18e. Ability to perform such calculations on fractions as mutiplication and division			K						K		K								29-45
19a. Ability perform such calculations on decimals as addition and subtraction			K						K										
19b. Ability to perform such calculations on decimals as mutiplication and division									K										
19c. Ability to perform such calculations on decimals as interchanging decimals w/mixed numbers or fractions									K										

COMPUTING (2)

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

	Weishea H.S. PIP	Vocational Reading Skills	Job Writing Skills	Writing in Voc. Ed	Food Serv. Skills and Equip.	Speaking/Listening in Voc. Ed	Math Principles for Food Serv.	Speaking Up at Work	English on the Job	Reading Improvement in Voc. Ed	Automotive Shop Safety Kit	Health/Safety Guide for Auto Repair	Speaking on the Job	Math in Voc. Ed.	Computational Skills in Math	Menu-Math Addition, Subtraction	Solving Math Word Problems	Reading in Vocational Classroom	Life Skills Attitudes	Food Serv. Competencies
BIBLIOGRAPHY NUMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
20a. The ability to perform such calculations on percentages as find percent of a number (i.e. 4 out of 16 = 25%)														58-72/76						48-49
20b. The ability to perform such calculations on percentages as interchange % w/decimals, fractions, mixed numbers														58-72/76						48-49
21a. The ability to use a calculator to perform arithmetic operations														34-35						
21b. The ability to perform basic metric conversions involving weight, distance and volume					F									78-79						
21c. The ability to determine object's weight, distance or volume in metric units					F															
21d. The ability to determine object's weight, distance or volume in standard units					F									19-24						
21e. The ability to put tools in order according to size					F															
21f. The ability to interpret information from graphs, charts, scales, etc., to solve arithmetic problems					F															
21g. The ability to match numerals w/word names (i.e. three fourths = 3/4, two thousand eight = 2,008)																				
21h. The ability to estimate measures of varying length, time, dimension or weight														14-17						
22a. The ability to understand monetary transactions in order to find total cost of purchase w/discount																	K			46-48
22b. The ability to understand monetary transactions in order to find total cost of part of a set																	K			
22c. The ability to understand monetary transactions in order to find total retail price																	K			
22d. The ability to understand monetary transactions in order to write up a bill w/wholesale & retail cost																	K			
22e. The ability to understand monetary transactions in order to find the cost of a job																	K			
22f. The ability to understand monetary transactions in order to fill out a purchase order																				
22g. The ability to understand monetary transactions in order to make change																				50

continued on next page

COMPUTING (2)

KEY:
#-# = page numbers
K = kit
F = filmstrip

RESOURCE

	Collision Repair Estimating	Keeping a Job	Learning Math Automotive Way	Teaching Writing in Voc. Ed	Food Prod., Magmt., & Services	Listening on the Job	Lifeworks: Counting Money	Life Skills Writing	Programmed Math	Using the Metric System	Basic Skills w/Fractions	Comm. Skills-Trade/Industry	Life Skills Writing	Survival Skills-World of Work	Intro. to Prof. Food Service	SCOPE/Reading 2	Practical Prob. in Math-Auto	Basic Skills in Math, Measure	Math: For the World of Work
BIBLIOGRAPHY NUMBER	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39
20a. The ability to perform such calculations on percentages as find percent of a number (i.e. 4 out of 16 = 25%)									K										
20b. The ability to perform such calculations on percentages as interchange % w/decimals, fractions, mixed numbers									K										
21a. The ability to use a calculator to perform arithmetic operations																			104-111
21b. The ability to perform basic metric conversions involving weight, distance and volume										K								K	5-26 47-58
21c. The ability to determine object's weight, distance or volume in metric units			K							K								K	5-26 47-58
21d. The ability to determine object's weight, distance or volume in standard units			K						K									K	5-26 47-58
21e. The ability to put tools in order according to size																			
21f. The ability to interpret information from graphs, charts, scales, etc., to solve arithmetic problems																		K	61-101
21g. The ability to match numerals w/word names (i.e. three fourths = 3/4, two thousand eight = 2,008)																			
21h. The ability to estimate measures of varying length, time, dimension or weight																		K	
22a. The ability to understand monetary transactions in order to find total cost of purchase w/discount																			
22b. The ability to understand monetary transactions in order to find total cost of part of a set																			
22c. The ability to understand monetary transactions in order to find total retail price																			
22d. The ability to understand monetary transactions in order to write up a bill w/wholesale & retail cost																			
22e. The ability to understand monetary transactions in order to find the cost of a job																			
22f. The ability to understand monetary transactions in order to fill out a purchase order																			
22g. The ability to understand monetary transactions in order to make change							1-70												

RESOURCE LISTING

The resources are listed accordingly with the lay-out of the competencies on the survey. Refer to Appendix A (page 116) for a sample of the survey. One or more resources are identified for each competency. In those competency areas where resources are not listed, it is hoped that the users of this material will add their own recommended resources and contribute to future revisions of this project.

The resource listing is meant to be brief. For further information as to author(s), location of material, etc., refer to the Bibliography (pp. 108-110).

Example:

A) Writing ← *Competency Area*

1a. Waialua High School (Pre-Industrial Preparation Program). "Air Conditioning". p. 78c-78d. (1)

Survey Competency Number

Bibliography Number

RESOURCE LISTING

A) Writing

1a. Waialua High School (Pre-Industrial Preparation Program). "Air Conditioning". p. 78c-78d. (1)

Writing in Vocational Education. "Rewriting Instructions in Sentence Form". p. 20-24. (4)

b. Job Writing Skills. (3)

c. Job Writing Skills. (3)

d. Waialua High School (Pre-Industrial Preparation Program). "Air Conditioning". p. 78c-78d. (1)

A New Look at an Old Skill: Reading in the Vocational Classroom. (Auto Body & Auto Mechanics). "Word Recognition", p. 23-27. "Word Meaning", p. 42, 83. (18)

e. Job Writing Skills. (3)

Introduction to Professional Food Service. Ch. 5, "Purchasing & Receiving of Foods". p. 79-100. (35)

2a. Job Writing Skills. (3)

b. Food Service Skills & Equipment. Filmstrip 7: "Storing Foods" - Requisitions. (5)

c. Shop Talk. The Automobile - Vocational Reading Skills. p. 86-87. (2)

Teaching Writing Skills in Vocational Education. Auto Mechanics, p. 44-45. (24)

English on the Job: Book 1. p. 142-146. (9)

Life Skills Writing for the World of Work. Unit 4, "Ordering & Billing". p. 99-101. (28)

d. Food Service Skills & Equipment. Filmstrip 7: "Storing Foods" - Inventory Records. (5)

Food Services: Career Competencies in Marketing Series. p. 118. (20)

e. Food Service Skills & Equipment. Filmstrip 8: "The Food Purchasing Process" - Invoice. (5)

Food Production, Management & Services. v. 3, "Purchasing & Receiving". Unit V, p. 113-153. (25)

Food Services: Career Competencies in Marketing Series. p. 112-115, p. 120-121. (20)

Life Skills Writing for the World of Work. Unit 4, "Ordering & Billing", p. 102-104. (28)

f. Job Writing Skills. (3)

Life Skills Writing. "Receipts", p. 42-44. (33)

3a. Writing in Vocational Education. "Giving Process Directions". p. 51-52. (4)

Life Skills Writing. p. 45-47. (33)

b. Life Skills Writing. p. 45-47. (33)

c. Writing in Vocational Education. "Giving Process Directions", p. 51-52. (4)

Life Skills Writing. p. 45-47. (33)

4a. Writing in Vocational Education. "Summarizing & Note Taking", p. 107-112. (4)

b. Job Writing Skills. (3)

c. Job Writing Skills. (3)

Life Skills Writing. p. 25-28. (33)

d. Writing in Vocational Education. "Order Letter", p. 91-93 (Auto Mechanics). (4)

Writing in Vocational Education. "Claim Letter", p. 103 (Auto Mechanics). (4)

e. Job Writing Skills. (3)

*General Writing Skills:
Job Writing Skills. Includes fundamental grammar exercises as well as business reports, evaluations, applications & resume forms. "All of the writing assignments...are extracted from actual work situations." Applicable for all items 1-4.

B) Listening

5a. Speaking Up at Work. (8)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

b. Speaking Up at Work. (8)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

Food Service Skills & Equipment. Filmstrip 6: "Taking and Serving an Order". (5)

c. Speaking Up at Work. (8)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

6a.

b.

c.

7a. Speaking Up at Work. (8)

b. Speaking & Listening in Vocational Education. "Customer Complaint" - p. 106. (6)

Speaking Up at Work. (8)

c. Speaking Up at Work. (8)

8a. Speaking & Listening in Vocational Education. "Facts", p. 91-93, 96-98. (6)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

b. Speaking & Listening in Vocational Education. p. 91-93, 96-98. (6)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

c. Speaking & Listening in Vocational Education. p. 91-93, 96-98. (6)

Listening on the Job: Communication Skills for Succeeding in the World of Work. (26)

9a. Speaking Up at Work. (8)

b. Speaking Up at Work. (8)

*General Listening Skills appropriate for all of the above items: 5-9 except #6.

Life Skills: Attitudes on the Job. "Accepting Orders on the Job", p. 36-48, "Getting Along With Others on the Job". p. 49. (19)

Food Services: Career Competencies in Marketing Series. "Communications", p. 30-41. "Customers", p. 158-161. (20)

C) Reading

10a. Communication Skills for Trade & Industry. "Using A Technical Manual", p. 263-270. (32)

b.

c.

11a. Communication Skills for Trade & Industry. "Using A Technical Manual", p. 263-270. (32)

b. Shop Talk, The Automobile-Vocational Reading Skills. p. 80-89. (2)

c. Communication Skills for Trade & Industry. "Using A Technical Manual", p. 263-270. (32)

Practical Problems in Mathematics for Automotive Technicians. "Graphs", p. 86-97. (37)

d. Communication Skills for Trade & Industry. "Using A Technical Manual", p. 263-270. (32)

e. Food Production, Management and Services. v. 1, "Safety", Unit VI, p. 179-216. (25)

Food Service Skills & Equipment. Filmstrip 2: "Safety Skills". (5)

Automotive Shop Safety Kit. (11)

Health & Safety Guide for Auto Repair & Body Shops. (12)

Introduction to Professional Food Service. "Sanitation & Safety Precautions of Personnel & Equipment", Ch. 2. (35)

f. A Methodology for Reading Skills Improvement in Vocational Education Programs. p. 29. (10)

g. Food Service Skills & Equipment. Filmstrip 10: "Following Recipes" (5)

Food Services: Career Competencies in Marketing Series. Menu, p. 59. (20)

12a. Shop Talk, The Automobile - Vocational Reading Skills. p. 86-87. (2)

Teaching Writing Skills In Vocational Education. Auto Mechanics, p. 44-45. (24)

Life Skills Writing for the World of Work. p. 96. (28)

b. Shop Talk, The Automobile - Vocational Reading Skills. p. 85. (2)

Collision Repair Estimating. p. 10-15. (21)

c.

d. Food Service Skills & Equipment. Filmstrip 7: "Storing Foods" - Requisitions. (5)

Life Skills Writing for the World of Work. Requisitions, " Purchase Orders", p. 102-105. (28)

e. Life Skills Writing for the World of Work. p. 106-109. (28)

Practical Problems in Mathematics for Automotive Technicians. Invoices, p. 98-105. (37)

f. Life Skills Writing for the World of Work. Receipts, p. 95-98. (28)

13a. Life Skills Writing. p. 119. (33)

b.

c. Life Skills Writing for the World of Work. Unit 2, "Starting the Job", p. 33-43. (28)

Survival Skills in the World of Work. #24-42. (34)

d.

*General Reading:
SCOPE/Reading 2. Short human-interest stories. Chapter III - "On the Job", "Summer Jobs", "Auto Mechanic", "My First Boss", and more. (36)

D) Speaking

14a. Food Production Management & Services. v. 1, "Communications", Unit IV, p. 107-131. (25)

Speaking Up at Work. (8)

Life Skills Attitudes. Ch. 7, p. 72-87. (19)

Food Production Management & Services. v. 2, "Guest/Employee Relationships", Unit VII, p. 231-261. (25)

Food Service Skills & Equipment. Filmstrip 6: "Taking & Serving an Order". (5)

Speaking on the Job: Communication Skills for Succeeding in the World of Work. (13)

Food Services: Career Competencies in Marketing Series. p. 30-41, 158-161. (20)

Keeping a Job. "Getting Along with Others", Ch. 4, p. 33-42. (22)

b. Speaking on the Job: Communication Skills for Succeeding in the World of Work. (13)

Speaking and Listening in Vocational Education. p. 56-58. (6)

Food Production Management & Services. v. 1, "Communications", Unit IV, p. 107-131. (25)

Keeping a Job. "Getting Along With Others", Ch. 4, p. 33-42. (22)

c. Speaking on the Job: Communication Skills for Succeeding in the World of Work. (13)

Speaking and Listening in Vocational Education. p. 56-58. (6)

Food Production Management & Services. v. 1, "Communications", Unit IV, p. 107-131. (25)

Keeping a Job. "Getting Along With Others", Ch. 4, p. 33-42. (22)

d. Speaking on the Job: Communication Skills for Succeeding in the World of Work. (13)

Food Production Management & Services. v. 1, "Communications", Unit IV, p. 107-131. (25)

Keeping a Job. "Getting Along With Others", Ch. 4, p. 33-42. (22)

15a. Food Services: Career Competencies in Marketing Series. p. 30-41, p. 158-161. (20)

b. Food Services: Career Competencies in Marketing Series. p. 30-41, p. 158-161. (20)

Speaking Up at Work. (8)

c. Food Services: Career Competencies in Marketing Series. p. 30-41, p. 158-161. (20)

Speaking Up at Work. (8)

d. Food Services: Career Competencies in Marketing Series. p. 30-41, p. 158-161. (20)

Speaking Up at Work. (8)

e. Food Services: Career Competencies in Marketing Series. p. 30-41, p. 158-161. (20)

Speaking Up at Work. (8)

16a. Food Production Management & Services. v. 2, Unit VII, p. 231-261. (25)

Life Skills Attitudes. Ch. 7, p. 72-87. (19)

Speaking Up at Work. (8)

b. Food Production Management & Services v. 2, Unit VII, p. 231-261. (25)

Life Skills Attitudes. Ch. 7, p. 72-87. (19)

Speaking Up at Work. (8)

c. Food Production Management & Services. v. 2, Unit VII, p. 231-261. (25)

Life Skills Attitudes. Ch. 7, p. 72-87. (19)

Speaking Up at Work. (8)

d. Food Production Management & Services. v. 2, Unit VII, p. 231-261. (25)

Life Skills Attitudes. Ch. 7, p. 72-87. (19)

Speaking Up at Work. (8)

e.

E) Computing

17a. Computational Skills in Mathematics - (CSM). "Whole Numbers". (15)

Programmed Math. Book 1, "Basic Addition". (29)

b. Computational Skills in Mathematics - (CSM). "Whole Numbers". (15)

Programmed Math. Book 1, "Basic Addition", Book 2, "Advanced Addition", Book 3, "Subtraction". (29)

c. Computational Skills in Mathematics - (CSM). "Whole Numbers". (15)

Learning to Do Math the Automotive Way. Multiplication, (Auto Math 1). (23)

Programmed Math. Book 4, "Multiplication". (29)

d. Computational Skills in Mathematics - (CSM). "Whole Numbers". (15)

Learning to Do Math the Automotive Way. Multiplication, (Auto Math 1). (23)

Programmed Math. Book 5, "Division". (29)

e. Computational Skills in Mathematics - (CSM). "Whole Numbers". (15)

Programmed Math. Book 5, "Division". (29)

f.

g.

h.

18a. Computational Skills in Mathematics - (CSM). "Fractions". (15)

Math in Vocational Education. p. 27-33. (14)

Learning to Do Math the Automotive Way. Fractions, (Auto Math 4, 5). (23)

Programmed Math. Book 6, "Fractions". (29)

Basic Skills With Fractions: A Step by Step Approach. (31)

Math For the World of Work. p. 29-45. (39)

b. Computational Skills in Mathematics - (CSM). "Fractions". (15)

Math in Vocational Education. p. 27-33. (14)

Learning to Do Math the Automotive Way. Fractions, (Auto Math 4, 5). (23)

Programmed Math. Book 6, "Fractions". (29)

Basic Skills With Fractions: A Step by Step Approach. (31)

Math For the World of Work. p. 29-45. (39)

c. Computational Skills in Mathematics - (CSM). "Fractions". (15)

Math in Vocational Education. p. 27-33. (14)

Learning to Do Math the Automotive Way. Fractions, (Auto Math 4, 5). (23)

Programmed Math. Book 6, "Fractions". (29)

Basic Skills With Fractions: A Step by Step Approach. (31)

Math For the World of Work. p. 29-45. (39)

d. Computational Skills in Mathematics - (CSM). "Fractions". (15)

Math in Vocational Education. p. 27-33. (14)

Learning to Do Math the Automotive Way. Fractions, (Auto Math 4, 5). (23)

Programmed Math. Book 6, "Fractions". (29)

Basic Skills With Fractions: A Step by Step Approach. (31)

Math For the World of Work. p. 29-45. (39)

e. Computational Skills in Mathematics - (CSM). "Fractions". (15)

Math in Vocational Education. p. 27-33. (14)

Learning to Do Math the Automotive Way. Fractions, (Auto Math 4, 5). (23)

Programmed Math. Book 6, "Fractions". (29)

Basic Skills With Fractions: A Step by Step Approach. (31)

Math For the World of Work. p. 29-45. (39)

19a. Computational Skills in Mathematics - (CSM). "Decimals". (15)

Learning to Do Math the Automotive Way. (Auto Math 4, 5). (23)

Programmed Math. Book 7, "Decimals". (29)

b. Computational Skills in Mathematics - (CSM). "Decimals". (15)

Programmed Math. Book 7, "Decimals". (29)

c. Computational Skills in Mathematics - (CSM). "Decimals". (15)

Math in Vocational Education. "Comparing Socket Sizes", p. 34-35. (14)

Food Service Skills & Equipment. Filmstrip 10: "Following Recipes". (5)

Programmed Math. Book 7, "Decimals". (29)

20a. Math in Vocational Education. "Percentages", p. 58-72, "Conversions", p. 76. (14)

Food Services: Career Competencies in Marketing Series. p. 48-49. (20)

Programmed Math. Book 10, "Personal Math". (29)

b. Math in Vocational Education. "Conversions", p. 76, "Percentages", p. 58-72. (14)

Food Services: Career Competencies in Marketing Series. p. 48-49. (20)

Programmed Math. Book 10, "Personal Math". (29)

21a. Math in Vocational Education. "Comparing Socket Sizes", p. 34-35. (14)

Math For the World of Work. p. 104-111. (39)

b. Math in Vocational Education. "Metric Conversions", p. 78-79. (14)

Food Service Skills & Equipment. Filmstrip 3: "Knives, Tools & Measuring Devices". (5)

Using the Metric System. (30)

Exploring the Metric System. (30)

Basic Skills in Mathematics, Measurement. (38)

Math: For the World of Work. p. 5-26, p. 47-58. (39)

c. Food Service Skills & Equipment. Filmstrip 3: "Knives, Tools & Measuring Devices". (5)

Learning to Do Math the Automotive Way. (Auto Math 8). (23)

Using the Metric System. (30)

Exploring the Metric System. (30)

Basic Skills in Mathematics, Measurement. (38)

Math: For the World of Work. p. 5-26, p. 47-58. (39)

d. Food Service Skills & Equipment. Filmstrip 3: "Knives, Tools & Measuring Devices". (5)

Food Service Skills & Equipment. Filmstrip 10: "Following Recipes". (5)

Math in Vocational Education. "Measuring in Standard Units", p. 19-24. (14)

Learning to Do Math the Automotive Way. (Auto Math 8). (23)

Programmed Math. Book 8, "Measurement". (29)

Basic Skills in Mathematics, Measurement. (38)

Math: For the World of Work. p. 5-26, p. 47-58. (39)

e. Food Service Skills & Equipment. Filmstrip 3: "Knives, Tools & "Measuring Devices". (5)

f. Food Service Skills & Equipment. Filmstrip 10: "Following Recipes". (5)

Basic Skills in Mathematics, Measurement. (38)

Math: For the World of Work. p. 61-101, "Scales, Dials, Meters, Tables & Charts". (39)

g.

h. Mathematics in Vocational Education. "Pretest Ideas", p. 14-17. (14)

Basic Skills in Mathematics, Measurement. (38)

22a. Solving Math Word Problems. (17)

Food Services: Career Competencies in Marketing Series. p. 46-48. (20)

b. Solving Math Word Problems. (17)

c. Solving Math Word Problems. (17)

d. Solving Math Word Problems. (17)

e. Solving Math Word Problems. (17)

f.

g. Food Services: Career Competencies in Marketing Series. p. 50. (20)

Lifeworks: Counting Money and Making Change and Making a Budget. p. 1-70. (27)

*General Math Skills: Learning to Do Math the Automotive Way. (23)

*Practical Problems in Mathematics for Automotive Technicians. Problem-Solving on Whole Numbers, Fractions, Decimals, Percentages, Measurement, Ratio & Proportion, Powers & Roots, Formulas. (37)

*Menu-Math: Addition, Subtraction and Menu-Math: Multiplication, Division. (16)

*Math Principles for Food Service Occupations. Sections of the text are: I. "Review of Basic Math", II. "Preparation Crew-Operational Procedures", III. "Service Crew-Operational Procedures", IV. "Management-Operational Procedures". (7)

BIBLIOGRAPHY

1. Waialua High School Pre-Industrial Program: Power and Auto Technology. George Watanabe and Sylvia Wee: 1978. WCCC.

2. Vocational Reading Skills - Shop Talk, The Automobile. Allyn & Bacon, Inc.: 1978. Farrington High School.

3. Job Writing Skills. James Dunn. J. Weston Walch, Publisher: 1981. Farrington High School PIP, English II. (Kit contains 50 spirit masters).

4. Writing in Vocational Education. Corvallis School District, Salem, Oregon: 1982. Office of State Director for Vocational Education, c/o Barbara White. Card #92.70/029.

5. Food Service Skills & Equipment, Volumes 1-4. Prentice-Hall Media: 1980. WCCC. (filmstrip/cassettes/transparancies).

6. Speaking & Listening in Vocational Education. Sweet Home High School, Oregon Career Development Consortium: 1983. WCCC.

7. Math Principles for Food Service Occupations. Robert Haines, Delmar Publishers, Inc.: 1979. Waianae High School.

8. Speaking Up at Work. C. Robinson & J. Rowekamp. the International Institute of Minnesota. JPLP, Hawaii Council for Churches.

9. English on the Job, Book 1. By Jerome Carlin, Henry Christ & Glen Holder. Globe Book Company, Inc. New York: 1975. McKinley High School.

10. A Methodology for Reading Skill Improvement in Vocational Education Programs. Salem, Oregon: June, 1981. Office of State Director for Vocational Education, c/o Barbara White. Card #92.70/030.

11. Automotive Shop Safety Kit. Peter Novellino. Bergwall Productions, Inc.: 1975. HCC-Learning Assistance Center. (manual/filmstrips/cassettes).

12. Health & Safety Guide for Auto Repair & Body Shops. U.S. Department of Health, Education & Welfare: February, 1975. Farrington High School - Mr. Sakamaki.

13. Speaking on the Job, Communication skills for Succeeding in the World of Work. Alice R. Geoffray. McKnight Publishing Co.: 1977. Farrington High School - PIP English II (ffods). (cassettes/activity booklet/teacher's guide).

14. Mathematics in Vocational Education. Lebanon Union High School: Oregon Department of Education. Marion Educational Service District: 1982. Office of the State Director for Vocational Education, c/o Barbara White. Card #92.70/027.

15. Computational Skills in Mathematics. Pathescope Educational Media, Inc. BSEP. (filmstrip/cassettes).

16. Menu-Math Addition, Subtraction and Menu-Math Multiplication, Division. Barbara Johnson & Kitty Scharf, Remedia Publications, Arizona: 1980. Waianae High School.

17. Solving Math Word Problems. Nystrom (Division of Carnation Company): 1980 edition. BSEP. (Kit contains filmstrips/cassettes/worksheets, for 3 levels).

18. A New Look at an Old Skill, Reading in the Vocational Classroom. Vocational Instructional Materials Laboratory, Ohio State University, Columbus, Ohio: 1982. WCCC.

19. Life Skills Attitudes on the Job. Margaret Brewner, William McMahon, Kathleen Pans, & Michael Roche. Educational Design, Inc. New York: 1080. McKinley High School.

20. Food Services: Career Competencies in Marketing Series. William Smith, Richard Lynch (consulting editor). McGraw-Hill, Inc.: 1979. McKinley High School.

21. Collision Repair Estimating. Donald H. Pendergrass. ITT Bobbs-Merrill Educational Publishing Company, Inc.: 1985. Hoku 'Ike, Linda Sparks.

22. Keeping a Job. by Nancy Tune. Pitman Learning, Inc., Belmont, California: 1983. Hoku 'Ike, Linda Sparks.

23. Learning to Do Math the Automotive Way. Educationally Disadvantaged Committee, Industrial Education Inservice Project. Sacramento, California State Department of Education: 1983. WCCC.

24. Teaching Writing Skills in Vocational Education. Cornell Institute for Occupational Education. Ithaca, New York: 1980. WCCC.

25. Food Production, Management, and Services. Earl Palan Mid-America Vocational Curriculum Consortium, Inc.: 1983. Kit contains transparency masters, assignments and information sheets. WCCC.

26. Listening on the Job: Communication Skills for Succeeding in the World of Work. Alice R. Geoffray. McKnight Publishing Company: 1977. Kit contains 4 cassettes, activity booklets and teacher's guide. Farrington High School, PIP English II.

27. Lifeworks: Counting money and making change and making a budget. Leslie Pickens & Nancy Sellers. Northwest Regional Educational Laboratory: 1980, Published by McGraw-Hill, Inc. Hawaii Job Corps Center.

28. Life Skills Writing for the World of Work. Ellen Kaplan. Educational Design, Inc.: 1982, 1984. Hawaii Job Corps Center.

29. Programmed Math. Majorie Doyle Sullivan. Sullivan Press Webster Division, McGraw-Hill: 1968. Hawaii Job Corps Center.

30. Using the Metric System. Exploring the Metric System. Albert F. Kempf and Thomas J. Richards. Laidlow Brother Pub., Division of Doubleday & Company, Inc.: 1973. Hawaii Job Corps Center.

31. Basic Skills With Fractions: A Step by Step Approach. Jerry Howett. Cambridge Book Company: 1980. Hawaii Job Corps Center.

32. Communication Skills For Trade & Industry. Marie F. Kraska South-Western Pub. Company: 1985. Waianae High School.

33. Life Skills Writing. Don Mosenfelder and Ellen Kaplan. Educational Design, Inc.: 1984. Waianae High School.

34. Survival Skills in the World of Work. by Fred Pyrczk. J. Weston Walch, Publisher. Portland, Maine. Waianae High School. (50 spirit masters).

35. Introduction to Professional Food Service. James Coffman. Institution's Magazine/Volume Feeding Management, Chicago: 1971. Waianae High School,

36. SCOPE/Reading 2. by Bushman, Laser, Marcus and Wicks. Harper & Row, Publishers: 1965. Waianae High School.

37. Practical Problems in Mathematics for Automotive Technicians. Boyce H. Dwiggins. Delmar Publishers: 1972. Waianae High School.

38. Basic Skills in Mathematics, Measurement. Richard Stopa. Cebco Standard Publishing, New Jersey: 1980. Waianae High School.

39. Math: For the World of Work. Caleb Crowell Educational Design, Inc., New York: 1985. Waianae High School.

Additional Resources

1. Life Skills: Working With Menus. Nancy Gill. San Jose, CA: Enrich Division/Ohous, 1981. Farrington High School, PIP English II. (Kit contains 20 duplicating masters and "..is designed to show that reading, math, language and thinking skills play an important role in effectively understanding menus, advertisements, food descriptions, pricing, sales tax and tipping.")

2. Working in the Automotive Trade. Career Aids, Inc., Catalogue #PX923, 84-85. Kit contains 4 filmstrips, 4 cassettes, instructors guide. Titles are: "So you want to work in an Auto Parts Dealership", "You, the Service Station Attendant", "Your Job in the Autobody Repair Trade", and "Your Job as an Auto Mechanic". They describe job opportunities/careers and point out specific skills for satisfactory performance.

3. Restaurant Occupations. Career Aids, Inc., Catalogue #HLS3500. 4 filmstrips, 4 cassettes, worksheet, posters, teacher's guide. Titles are: "Working in a Restaurant", "Restaurant Helper", "Grill Man", "Waitress". Topics include work habits, dealing with the public, working as a team, cleanliness and service.

4. Communication Skills: Succeeding in the World of Work. Grady Kimbrell and Ben S. Vineyard . Glencoe Publishing Company. Audio cassettes and activity booklet. Titles include: "Listening on the Job", "Speaking on the Job", "Getting Along with People on the Job". Linda Sparks, Glencoe Publishing Company representative.

5. Surviving on the Job. Jay Como. Glencoe Publishing Company. Textbook. Describes 24 basic survival skills for holding a job. Linda Sparks, Glencoe Publishing Company representative, Hoku Ike.

6. Reading on the Job and Writing on the Job.
The Center for Humanities. Guidance Associates, Inc., New York. Phone Number (call collect): 914-666-4100.

7. Employment Training Office, Food Preparation & Baking Program has created Food Service forms such as "Daily Menu Call-In", "Cash Register Reading", "Order Forms", "Inventory", "Product and Price List". Contact Hannah Ho for information: 845-7011.

Location of Resources

1. BSEP (Basic Skills English Program). Schofield Education Center, East Annex. Learning Resource Center: Nancy Wong - Coordinator, 655-0805.

2. Farrington High School, 1564 N. King Street.
   Mrs. Tom - Coordinator, PIP Language Arts, 841-3331, x39
   Mr. Sakamaki - Auto Mechanics Instructor.

3. McKinley High School, 1039 S. King Street.
   Cynthia Oyama - PIP Instructor, 536-1016. English Bldg., Room 228.

4. Honolulu Community College, 874 Dillingham Blvd.
   Learning Assistance Center, 845-9217.

5. Office of the State Director for Vocational Education, 2327 Dole Street.
   Barbara White, 948-7461.

6. WCCC (Western Curriculum Coordination Center), 1776 University Avenue.
   Gail Urago - Librarian, 948-6496.

7. Job Preparation Language Program, 1775 S. Beretania St., Room 305.
   Melody Actouka - Coordinator, 955-3451.

8. Hoku Ike, 708 Ward Avenue, #213.
   Linda Sparks - owner, 533-7140.

9. Waianae High School, 85-251 Farrington Hwy.
   Ben Yamada - PIP Counselor, 696-4244.

10. Hawaii Job Corps Center, Koko Head.
    Cheryl Shklov - Senior Instructor, Basic Education, 396-1200.

Appendices

OCCUPATION-SPECIFIC BASIC SKILLS SURVEY

Name (first) (last) Title Business # of Employees

Address Entry-Level Position Vocation ETO Employees

1 Not At All Important	2 Not Very Important	3 Somewhat Important	4 Important	5 Very Important

A. WRITING **RATING**

1. The ability to write work reports using:
   a. complete sentences ___
   b. incomplete sentences ___
   c. abbreviations ___
   d. correct spelling and punctuation ___
   e. other_____ ___

2. The ability to completely and accurately fill out:
   a. inspection sheets ___
   b. requisitions ___
   c. work orders ___
   d. inventory records ___
   e. purchase orders ___
   f. other _____ ___

3. The ability to write messages to:
   a. co-workers ___
   b. customers ___
   c. supervisors ___

4. The ability to compose:
   a. notes ___
   b. outlines ___
   c. memos ___
   d. letters ___
   e. other _____ ___

B. LISTENING

5. The ability to follow and carry out oral directions from:
   a. supervisors ___
   b. customers ___
   c. co-workers ___

6. The ability to hear and interpret:
   a. equipment noises ___
   b. engine noises ___
   c. other _____ ___

	1 Not At All Important	2 Not Very Important	3 Somewhat Important	4 Important	5 Very Important

7. The ability to interpret oral descriptions of problems from:
   a. supervisors ___
   b. customers ___
   c. other _____ ___

8. The ability to understand messages received in terms of:
   a. technical concepts ___
   b. recollection of details ___
   c. determining its usefulness ___

9. The ability to comprehend and be open to:
   a. suggestions ___
   b. criticisms ___

C. **READING**

10. The ability to read and follow directions from:
    a. manuals ___
    b. guides ___
    c. other _____ ___

11. The ability to read and understand:
    a. technical references ___
    b. catalogs ___
    c. flow charts/tables/illustrations ___
    d. equipment manuals ___
    e. safety codes ___
    f. abbreviations (ie. food orders) ___
    g. other_____ ___

12. The ability to understand work forms as:
    a. repair orders ___
    b. estimates ___
    c. diagnostic reports ___
    d. requisitions ___
    e. invoices ___
    f. other_____ ___

13. The ability to understand legal forms/documents such as:
    a. warranties ___
    b. credit agreements (customer payment, etc.) ___
    c. employment contracts/agreements ___
    d. other_____ ___

1 Not At All Important	2 Not Very Important	3 Somewhat Important	4 Important	5 Very Important

D. **SPEAKING**

14. The ability to perform such interpersonal skills as:
    a. engaging in informal conversation with;
        - customers ___
        - co-workers ___
        - supervisors ___
    b. engaging in formal conversation with;
        - customers ___
        - co-workers ___
        - supervisors ___
    c. business-related conversations ___
    d. non-business conversations ___

15. The ability to:
    a. order supplies ___
    b. receive as well as relay information ___
    c. explain procedures ___
    d. report on work being done ___
    e. provide instructions to perform job tasks ___

16. The ability to provide such requested information as:
    a. suggestions ___
    b. referrals ___
    c. facts ___
    d. explanations ___
    e. other _____ ___

E. **COMPUTING**

17. The ability to perform such calculations on whole numbers as:
    a. rounding off ___
    b. addition and subtraction ___
    c. multiplication ___
    d. division without remainder (ie. 25 ÷ 5=5) ___
    e. division with remainder (ie. 25 ÷ 6=4.166) ___
    f. arranging objects/items in numerical order ___
    g. counting by ones, twos, fives, tens, etc. ___
    h. other_____ ___

18. The ability to perform such calculations on fractions as:
    a. reducing fractions to lowest terms (ie. 6/8 = 3/4) ___
    b. changing improper fractions to mixed or whole numbers and vice-versa (ie. 8/5 = 13/5) ___
    c. finding the common denominators (ie. 2/5 + 1/2 = 4/10 + 5/10) ___
    d. addition and subtraction ___
    e. multiplication and division ___

1 Not At All Important	2 Not Very Important	3 Somewhat Important	4 Important	5 Very Important

19. The ability to perform such calculations on decimals as:
    a. addition and subtraction ___
    b. multiplication and division ___
    c. interchanging decimals with mixed numbers or fractions (ie. 1.5 = 1 1/2) ___

20. The ability to perform such calculations on percentages as:
    a. find the percent of a number (ie. 4 out of 16 = 25%) ___
    b. interchange percentages with decimals, fractions or mixed numbers (ie. 4/5= 80%; .9 = 90%) ___

21. The ability to:
    a. use a calculator to perform arithmetic operations ___
    b. perform basic metric conversions involving weight, distance and volume ___
    c. determine object's weight, distance or volume in metric units ___
    d. determine object's weight, distance or volume in standard units ___
    e. put tools in order according to size ___
    f. interpret information from graphs, charts, scales, etc., to solve arithmetic problems ___
    g. match numerals with word names (ie. three fourths = 3/4, two thousand eight = 2008) ___
    h. estimate measures of varying length, time, dimension or weight ___

22. The ability to understand monetary transactions in order to:
    a. find the total cost of a purchase with a discount ___
    b. find the total cost of a part of a set ___
    c. find the total retail price ___
    d. write up a bill with wholesale and retail cost ___
    e. find the cost of a job ___
    f. fill out a purchase order ___
    g. make change ___

23. The priority in hiring an employee is: (check one)
    a. experience _____ (how long) ___
    b. certificate ___
    c. AA degree ___
    d. other _____ ___

OCCUPATION-SPECIFIC BASIC SKILLS DATA FORM

Name of Resource: _____

Author: _____

Publisher: _____

Date of Publication: _____

Medium (check one): Book_____ Film _____ Filmstrip _____

Videotape _____ Other (specify) _____

Location of Resource: _____

Contact Person/Title: _____

Address: _____

Phone Number: _____

Identify the competency area(s) that applies to this resource:

Writing _____ Listening _____ Reading _____

Speaking _____ Computing _____

Identify the competency(ies) that applies to this resource:

_____

_____

Please feel free to add any comments about this resource guide:

_____

_____

Your name: _____

Position: _____

Organization: _____

Address: _____

Phone number: _____

Return form to:

Curriculum Developer
Employment Training Office
620 Pensacola St., Bldg. 856
Honolulu, HI 96814